

CANCELLATION POLICIES

LESSONS & RENTALS CANCELLATION:

- Rentals and Lessons must be cancelled with 24 hour notice if you are unable to fulfill your commitment.
- If 24 hour notice is not observed, Frozen Ropes Garden City reserves the right to charge your credit card for the missed appointment.
- Pre-paid lesson plans will be deducted if notice is not provided.

CLASSES, CAMPS & SPECIAL EVENTS CANCELLATION REFUND POLICY:

- Full payment is required for any program and to secure a registered spot in any group class or camp.
- All group classes and camp registrations are non-refundable. Management approved credits may only be applied toward a future camp or class registration only.
- We do not offer refunds or credits if you miss a class or day of camp and we do not offer make-up classes in order to maintain proper player to instructor ratios.
- Frozen Ropes reserves the right to cancel any program due to lack of enrollment.

Inclement Weather Policy

Above all the safety of our patrons is our primary concern. This includes arriving at our facility and returning home safely. If any parent/guardian requests that an already paid for event be cancelled due to inclement weather, all reasonable requests will be honored. Our usual 24 hour cancellation policy will be suspended and the following will apply.

If Frozen Ropes makes the decision to close our facility due to inclement weather, as the safety of our employees is also very important to us, the same policy will be in effect. All players with scheduled events on the date of closing will be notified by a phone call or email as soon as the decision is made (if you have not provided us with home/cell phone number as well as e-mail address, please do so at your next visit to the facility).

Our voice message at the facility will be updated to inform our clients of closures and the anticipated date/time of re-opening. Our staff will work with you to assure your event can be rescheduled at your earliest convenience.