



**160 Despatch Drive, East Rochester, NY 14445
585-385-0420**

Policies

24 Hour Cancellation Policy for Lessons and Rentals:

Frozen Ropes enforces a 24-hour cancellation policy for all private and semi-private lessons and rentals. A credit card number is required to book any lesson or rental that is not pre-paid. This information is only used if you cancel within 24 hours of the scheduled time or you do not show for the scheduled time. If you choose to use the same credit card for payment that was used to hold the reservation, we will need to manually swipe this card for security purposes. We do not keep your credit card on file for future use.

Group Class and Camp Registration Policy:

- Payment is necessary to secure a registered spot in any group class or camp.
- All group and class registrations are non-refundable.
- We do not offer refunds or credits if you miss a class or day of camp.
- We do not offer make-up classes in order to maintain proper player-to-instructor ratios.

Cancellations by Frozen Ropes:

Frozen Ropes reserves the right to cancel or call early dismissal for any event that may be impacted due to weather conditions or unforeseen staffing situations.

Birthday Party Deposits:

Deposits for birthday parties are non-refundable. The balance due for the party may be paid on the day of the party.

Frozen Ropes reserves the right to cancel any program due to a lack of enrollment.