

CLASS REFUND:

Complete payment for a class confirms registration and reserves placement in a KEVA class. Members are not registered until payment is made and spots will not be held without payment. If a refund is requested, the payment will be subject to our refund policy. In the event of a refund request, a store credit will remain on file for the customer for up to 365 days for the entirety of the paid amount (prorated for elapsed program time). Alternatively, the member may receive a credit card or check refund, less the elapsed program time and an administration fee of 15% or \$10 (whichever is greater. If the amount is \$15 or less, the amount can only be used as store credit. There are no refunds due to illnesses without a medical note from a doctor or missed classes for any other reason. If a player is unable to attend a class, they are permitted to attend a different class in the week once per session. Each participant should only be attending the class they are registered in for the majority of the season. Those found abusing this policy will no longer be permitted to make-up missed classes. The store credit may be redeemed for a registration of a similar program per KEVA Sports Center's discretion. Once expired, the credit will no longer be redeemable. Individuals that are removed from KEVA programs for inappropriate conduct will not receive a refund or credit. Please note: credits cannot be used for Food and Beverage or Merchandise transactions.. KEVA Sports Center reserves the right to modify, change, or update the cancellation policy without advance notice to customers. Valid membership required for all programs. Memberships are not refundable.