



## Elite Skating Program Cancellation Policy

Please be advised that as of July 1<sup>st</sup>, 2020 due to our new regulations and high demand for ice time with limited availability, **ALL** Elite Skating & Hockey Development program registrations require payment to be paid upfront and the registrations are **non-refundable** under any circumstance.

Our cancellation policy does allow an exception. This exception would apply if we receive enough notice that we are able to fill your registration spot, you would then be eligible for a credit on your account for future use once your spot has been filled.

Elite Skating & Hockey Development prides itself on specialized instruction and highly trained instructors therefore we require a respectful amount of time in regards to cancellations. Our programs are booked at the Langley Sportsplex; Elite Skating & Hockey Development pays for the ice used as reflected in our program prices. Please know that we do understand cancellations happen as schedules change and illnesses occur, however under our all the new regulations and limitations for ice, each program is non-refundable.

- \*All program registrations must be paid up front.
- \* All program registrations are non-refundable, no exceptions.
- \*Any program registration cancellations that are able to be filled by another client will be eligible for a credit on account upon review.
- \*All withdrawals with the possibility of a credit on account will be subject to review and are not guaranteed.

Your understanding is greatly appreciated,



*Kim Marfleet*

Owner & Head Instructor of Elite