

# REFUND POLICY & MONTHLY DUES

- **ALL MEMBERSHIPS ARE NO CONTRACT/CANCEL ANYTIME EXCEPT FOR THE “REP TEAM GAMES MEMBERSHIP”.**
- Finesse Basketball Does Not provide refunds for the following situations:
  - a) Player injuries, changes in physical condition, or changes in circumstance.
  - b) Individuals who are suspended or ejected from the team due to any breaches of Player Code of Conduct Policy (e.g. fighting, etc).
  - c) For closures due to inclement weather, defaulted, cancelled or rescheduled games.
  - d) Covid or other disasters outside of our control.
- Membership fees are non-refundable unless a member was accidentally billed due to a system issue or human error.
- Upon registering for class membership with Finesse Basketball, each member is enrolled in a monthly auto-subscription where the card on file is automatically charged on the 1st of every month.
- Parents are fully and solely responsible for pausing their own membership. This must be done via email confirmation and done prior to the 9:00 Pm on the last day of the month if you want to avoid being billed on the 1st of the month. There are no refunds, so we stress to parents that if you want to pause your membership before a particular billing date, make sure to do it BEFORE the 1st of the month.
- There is ample opportunity for students to make up for missed classes, so long as they are made up within the same month that the class was missed. Missed classes do not roll over to the next month and will expire if not used.
- A paid registration fee of \$25 shall be fully refunded in the event that Finesse Basketball is unable to facilitate the program that was offered or provide a suitable program alternative. No administrative fee shall be withheld in this case.
- All refund requests must be submitted by email.

## BEFORE REP TEAM REGISTRATION DEADLINE

- *Rep team:* Any parent that is requesting a refund up to, and including, the registration deadline will receive a full refund, less an administrative fee of \$60.00 + tax.
  - If the refund is processed within 2 weeks of the season start date, a 25% penalty will apply on top of the \$60.00 administrative fee.

## AFTER REP TEAM REGISTRATION DEADLINE

- There is no refund after the registration deadline & parents are contractually obligated to complete the FULL amount of the Rep Team Fees.

## MONTHLY MEMBERSHIPS WITH NO CONTRACT (CANCEL ANYTIME)

- **GOLD MEMBERSHIP:** \$156.21 plus HST per month | 1 Class Per Week with Uniform & Parental Weight Room Access During Class
- **PLATINUM MEMBERSHIP:** \$216.66 plus HST per month | 2 Classes Per Week with Uniform & Parental Weight Room Access During Class
- **DIAMOND MEMBERSHIP:** \$286.87 plus HST per month | 3 Classes Per Week with Uniform, Parental Weight Room Access During Class & Personalized Basketball Homework For Accelerated Learning
- **PREP FOR REP MEMBERSHIP:** \$299.99 plus HST per month | 2 Team Practices & 2 Classes Per Week with Uniform, Parental Weight Room Access During Class & Personalized Basketball Homework For Accelerated Learning
- **WE DO NOT OFFER ANY REFUNDS** for these 4 types of memberships unless a member was accidentally billed due to a system issue or human error. To pause your membership anytime, please forward your request to pause your membership via email. Once approved by our admin team, you will not get billed the following billing date (the 1st of the next month) & the student will complete the remainder of their classes for that particular month.

## MONTHLY MEMBERSHIP WITH CONTRACT (FULL SEASON COMMITMENT)

- **REP TEAM GAMES MEMBERSHIP:** \$349.99 Plus HST per month | **Everything the Prep for Rep Provides** + Full Media Day, Customized Jerseys With Last Names & Preferred Numbers, Video & Photo Highlights & Hyper Accelerated Skill Development With A Chance To Go & Compete For A Championship!
- **Spring & Summer Season:** April 1st to the end of August (5 Month Commitment) **\$1,749.95 plus HST**
- **Fall & Winter Season:** September 1st to the end of March (7 Month Commitment) **\$2,449.93 plus HST**
- **Program Continuation:** At the conclusion of the 5 or 7 month Rep Team Season, the membership will automatically downgrade to the Gold Membership (1 Class Per Week), unless I explicitly opt out.
- **Gold Membership Benefits:** The Gold Membership includes 1 class per week at The Finesse Centre and will automatically be scheduled on a weekly basis.
- **Opt-Out Option:** **I have the right to opt out of the Gold Membership (1 Class Per Week) AT ANY TIME BEFORE the end of the current Rep Team Season is completed.** To do so, I must provide a written notice to Finesse Basketball that you would like to opt-out no later than the last day of the Rep Program.

**WHERE CONFIDENCE IS BUILT WITH EVERY REP.**

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