

Cirque Sensation Payment, Refund, Cancellation, & No-Show Policy

Please read through this document for details regarding Cirque Sensation's Payment, Refund, Cancellation, & No- Show Policies. If you have any questions or concerns, please contact us at:
extremecirquesensation@gmail.com

Payments :

If you have enrolled for a class online, your payment will be processed after an ECS staff member reviews your enrollment information. On average, enrollment reviews are conducted within 24hrs of enrollment or, in the case of weekend enrollments, during the next business day. Class enrollment closes when classes are full or, with the exception of Advanced Aerial Classes, when the first class of the session has started. We accept credit card, debit, cash, or cheque payments.

Refunds & Cancellations :

To cancel your class enrollment and request a refund, contact us by telephone or send us an email to: extremecirquesensation@gmail.com with the subject line: *Class Enrollment Cancellation & Refund Request*. If sending an email, please include your name and class information. In order to be approved, refund requests must be placed a minimum of one-week previous to the first class in an 8-week session. Cancellations are subject to a \$25 processing and cancellation fee. No refunds will be provided for Drop-in classes or Drop-in Punch Passes.

Late Policy & No-shows :

If you are running late to your class please notify ECS staff by email or phone call as soon as possible. Due to the nature of Cirque & Aerial Arts, a proper warm-up is essential for injury-prevention and safety. As such, if you are more than 5 minutes late for class, you may be required to warm-up on your own before joining the class. If you are more than 15 minutes late for class, you may be asked to sit and observe until a coach is able to catch you up on what you've missed. Please note that refunds will not be provided for late students who are required to sit and observe due to this policy, nor will refunds

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be provided for no-shows (i.e., unplanned absences). If there are extenuating circumstances that result in you missing a class due to these policies, please contact ECS staff at extremecirquesensation@gmail.com

Planned Absences:

If you are unable to attend a class during your session, please email your Aerial Instructor at extremecirquesensation@gmail.com. Our coaches recognize that life can get busy and that it is possible that you or your child may have to miss a class. As such, our instructors will do their best to offer arrange for you to attend a make-up class or offer you drop-in class passes to accommodate planned absences.

Attendance:

Attendance for the first class of each session is highly recommended. If you or your child is unable to attend the first class of the session, please contact extremecirquesensation@gmail.com as soon as possible so that accommodations can be arranged. As Cirque & Aerial Arts is a progressive activity, missing classes can be detrimental to your learning experience, so we encourage you to try your best to be at every class. If you are concerned about missing class or any planned absences, please speak to your coach.

Injury-Related Issues:

Please email extremecirquesensation@gmail.com if you or your child are injured outside of class time and believe the injury will interfere with your ability to participate in any Cirque Sensation Classes you are currently enrolled in. Please include your, or your child's name, the class you are currently enrolled in, and the nature of the injury.

