

# Refund and cancellation policy

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Where you see options, pick one, fill in the [brackets] and delete the rest. Show the final policy on your registration form and have families agree to it when they register.

## Deposits

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Choose one:

- Option A: Your deposit of [\$ amount] holds your child's spot and isn't refundable.
- Option B: Your deposit is refundable, minus a [\$ amount] processing fee, until [date].
- Option C: Your deposit is fully refundable until [date]. After that, it isn't refundable.

## If you cancel

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Choose one:

- Option A, by date: Cancel by [date] for a full refund minus [the deposit or a fee]. Cancel between [date] and [date] for a [50]% refund. No refunds after [date].
- Option B, by notice: Give us [14] days' written notice. We'll refund any weeks that start after the notice period ends.
- Option C, credit only: We don't give cash refunds, but you'll get a credit for any [Program name] program in the next [12] months.

## How to cancel

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Cancel in writing by emailing [email] [or through your online account]. The date we receive your request is your cancellation date.

## Missed days

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Choose one:

- Option A: We don't give refunds or make-up days for days your child misses, including for illness or vacation.
- Option B: We don't give refunds or make-up days for missed days, except that if your child misses [number] or more days in a row for a medical reason, with a doctor's note, we'll give a credit for those days.

## Switching sessions

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You can switch to another session with open spaces until [date or number of days before it starts]. [Change fee, if any.]

## Removal from the program

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If we remove a child for behavior or safety reasons under our code of conduct, [we don't give a refund, or we refund unused weeks minus the deposit].

## If we cancel a session

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If we cancel a session, such as for low enrollment, you can choose a full refund or a credit.

## Emergency closures

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Choose one:

- Option A: If we close because of severe weather, a public health order or another emergency outside our control, we don't give refunds or credits for the first [number] closed days in a session. After that, we give a credit for each closed day.
- Option B: If we close because of severe weather, a public health order or another emergency outside our control, we give a credit for each closed day.

## Scholarships and discounts

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Refunds are based on the amount you paid, not the full price.

## Refund timing

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We send approved refunds to your original payment method within [10] business days. [Whether card processing fees are refunded.]

## Questions or hardship

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Contact [name] at [email]. If your family is facing a hardship, please talk to us. We'll do what we can to help.

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