

Refund, Collection, and Registration Policy

Refund Policy

In the case of serious injury or illness, athletes are eligible to receive a full refund for the number of training sessions missed. A medical note is required within 5 days of injury or illness. This only applies in situations where the athlete will miss more than 30 consecutive days of training.

- Families who relocate more than 30km away and can no longer attend training will receive a full refund for the remaining training sessions.
- A full refund of registration fees will be returned if there are insufficient player or team registrations to offer the program, league, camp, or clinic.
- Registration for a program is commitment to attend the program. Cancellations more than 7 days prior to the start of the program will be offered a 50% refund.
- Less than 3 days before the program start date: 25% of the fees paid will be refunded.
- After the program starts, no refunds will be issued unless the family relocates or there is a serious injury or illness with medical note which requires the player to miss more than 15 consecutive days.

Wing's badminton

- If a student temporarily requests a leave due to personal reasons during the semester, please notify at least 1 day in advance. If you are absent from a class, you can reserve a make-up class according to the vacancy of the training class during the semester, and the make-up class will not be reserved for the next semester. No refunds will be given for absences due to personal reasons.

Collections Policy

- Most families choose to pay by e-transfer, we also accept Alipay & WeChat Pay – pls let us know so that we can send you a payable QR code when you register for a program.
- Please complete the payment one week before the start of the new term, if not, it will be flagged, and the customer will be notified of the unsuccessful payment.

- Payment before the start of the new semester can be paid in two installments, and the specific payment amount and payment period will be marked in the class schedule.
- If the semester has already started, students who register in the middle of the semester will pay all the remaining fees for the semester in one lump sum
- If payment has not been received 2 days before the start of the semester(same as second installment payable), the family will be asked to discontinue program participation until the fees have been paid, or they have contacted the office to make alternate plans (info@sjbc-online.com).
- Players with outstanding fees leading into the next registration season will be blocked in the registration system and no longer permitted to register with Wing's Badminton until the previous season has been paid in full.

Registration Policy

- Registration typically opens a minimum of 15 days prior to the start of a program.
- Players who register after the program has already started will be charged for the actual remaining lessons (based on the number of missed programs).
- All registration related questions can be sent to info@sjbc-online.com.

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