

Terms and Conditions

At The Performance Factory we want everyone to feel safe and welcomed. We have created an inviting atmosphere and the most important thing to us, is that everyone entering enjoys their time here and our services.

Please review our Policies.

- There is a **zero tolerance** policy against fighting, violence or aggressive behaviour of any kind. Violators will be removed and permanently banned from our facility
- An activity waiver must be signed by all participants in order to train at our facility.
- **No Refunds** on single sessions or after the first session of any package has been completed. **No refunds, pro rates or credits** given on basketball camps.
- Cancellations must be made atleast **24** hours prior to your scheduled session. Failure to do so will result in loss of scheduled session. Missing a scheduled session without contacting staff will result in loss of that session.
- Time will not be made up for anyone arriving late to their session.
- All packages must be used in a timely manner and are subject to expire from date of purchase. Exceptions will be made due to injury or illness but must be communicated to staff.
- Sessions can be scheduled at least once a week. Anything more will be based on availability.
- Sessions can not be shared, combined or used by anyone other than the purchaser/player
- We reserve the right to cancel, postpone or reschedule any session, without prior notice

Please initial _____

Signature _____