

KAREVOYANCE CREDIT, REFUND AND MAKEUP POLICY

ENROLLMENT

- Space is always limited. Register early.
- Each group program or clinic requires a minimum of three (3) enrolled students.
- Acceptance into a class is based on meeting a skill level requirement, if applicable.



PAYMENT

- Full payment must be received at time of registration.
- If a participant enrolls in a class after the start of a session, then a prorated fee will apply (in most cases).
- Major credit cards are accepted (in most cases).

REFUNDS & CREDITS

The registration fee is non-refundable except as follows:

- For medical reasons, a prorated refund or credit shall be given from the date the refund is requested when accompanied by a doctor's statement explaining the nature and duration of injury or illness.
- A full refund shall be given should a player drop a class before the start of the session. There shall be exceptions, example: in the case of summer camps that are non-refundable.
- A prorated refund or credit shall be given should a class be cancelled after the start of the session.
- A student who does not meet the skill level requirement will be asked to change to a compatible class or given a prorated refund or credit. Based on availability.
- Refunds, credits, and prorated fees require approval from Karevoyance.
- We recognize that our participants live busy lives, and therefore we offer three types of registration options: session (program), monthly (if available), or drop-in (clinic). We do not offer make-ups for missed classes for session and monthly program registration. In the event of unique circumstances such as injury or illness, we will do our best to schedule a make-up with a minimum of 48 hours notice; limit two per session. Please contact Mehdi El-Kheddiwi at mehdi@karevoyance.com

PRIVATE LESSON PREPAID PACKAGES

- Packages are non-refundable and have no cash value.
- A Private Lesson is defined as 1 or 2 people on-court with a coach.
- Prepaid private lesson packages are valid only for the purchasing client or his intended recipient.
- All lessons must be used within **6 months** of purchase.
- Lessons are scheduled based on coach and court availability.
- Cancellations require at least **24 hours notice**.
- Late cancellations and no-shows will be deducted from the package.
- Transfers are not permitted unless approved by Karevoyance.
- Lessons canceled by Karevoyance due to weather, closure, or coach unavailability will be credited back.

- Coach requests are not guaranteed and may change if needed.
- Purchase of a package constitutes acceptance of these terms.