



Wing's Badminton Training Class 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.
- 1.2 Families who relocate more the 30km away and can no longer attend training will receive a full refund for the remaining training sessions.
- 1.3 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.
- 1.4 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.
- 1.5 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.

Personal Absence Policy

- For personal absences, please inform customer service at least one day in advance.
- If you need to take personal leave this semester, you may make up lessons when there are available slots in other courses. However, you must confirm the make-up time with customer service at least three days in advance. If there are no vacancies or your schedule cannot match available times for personal reasons, no alternative arrangements will be provided.



- Under special circumstances, you may apply to make up lessons in the first month of the following semester. Special circumstances are limited to medical conditions with a doctor's note or force majeure events that prevent completing make-up lessons this semester. Other reasons will not be considered special cases.
- Any personal absences not made up within this semester will automatically expire and cannot be carried over.
- Absences due to personal reasons are non-refundable and cannot be credited or postponed.

Camp Class Additional Policy

For all Camp class: There will be no make-up classes or refunds for any absences during holiday camp and holiday intensive training programs.

IMPORTANT REMINDER:

The completion of payment means that you and your child(s) accept all our policies, which is the final explanation.