



## REFUND POLICY

Skillz Skating and Shooting Center adheres to the following refund policy:

Full or partial refunds will be provided, or a credit will be left on account towards future programming. In all cases, the situation and circumstances will be reviewed to determine refund eligibility:

1. Withdrawal 60+ days from program start date - Full registration and deposit refunded as store credit towards future programs
2. Withdrawal 30-59 days from program start date – No deposit refund and store credit on balance of payment
3. Withdrawal 15-29 days from program start date – No deposit refund and store credit on 50% of balance of payment
4. Withdrawal 0-14 days from start of program – No refund
5. All credit sales are final and not subject to refund. Credits do not expire and can be transferred if requested.

The following circumstances will also be considered:

1. If a player is forced to withdraw due to medical reasons due to the activity or program provided by Skillz SSC (Dr's note provided), they will be eligible for a credit equivalent to the prorated value of program remaining, to be put towards future programs
2. If a player's family is transferred or required to move for employment, to another city, province or country, they will be eligible for a refund. The refund amount will be equivalent to the prorated value of program remaining.

**Please note, any refunds will be provided, less a \$100 non-refundable administration fee. Refunds will be processed within 14 days of request**

Refunds **WILL NOT** be provided for the following scenarios:

1. A player or family voluntarily withdraws on or after any date 2 weeks prior to the start of any program
2. A player/parent disagrees with a players program or team placement
3. Players forced to withdraw due to injuries not specifically related to the program provided by Skillz SSC.

Please contact Skillz SSC directly at 403-453-0725 if you have any questions about your refund eligibility.

Skillz SSC Staff