



Refund/Credit Policy

Applicable to all QOSTC Tennis Programs

Overview

| | |
|---|---|
| Cancel with > 6 days notice* prior to start | Either a refund (-15%) OR a full credit onto your account |
| Cancel within 2-6 days prior to start with notice* | Either a refund (-30%) OR a credit (-15%) onto your account |
| Cancel day prior to or day of start with notice* | Either a refund (-60%) OR a credit (-30%) onto your account |

Notice constitutes notifying by **email (serg.kharchev@ccacc-dc.org) with your name, your child's name, the name of the program/day that your child is registered for, your best contact phone number, and which refund/credit option you qualify for/or choose. If a refund should be issued, please allow up to 5 business days for amount to be refunded back to your credit card.*

Stipulations:

- If you cancel after the first day the program has started, no refund or credit will be issued.
- Failure to attend a program without prior notification will forfeit any consideration of a refund or credit.
- QOSTC Junior Tennis Clinics – your child can miss clinics and attend alternate make-up classes within the same clinic session, but you **MUST** give at least 24 hours notice*
- QOSTC Adult Tennis Clinics – you must give at least 24 hours notice* minimum to get a credit or a make-up (no refunds)