Ottawa Gymnastics Centre

Recreational Programming
Registration & Withdrawal Policies

**Policies for our Competitive Members can be located in the Information Package & Parent's Guide.*

Payment

Payment is due in full at the time of registration. The Ottawa Gymnastics Centre (OGC) will not hold spots for participants who have not paid in full. Participants must meet the age requirement of the class by the program start date. We encourage everyone to register online using a credit card at https://www.ottawagymnasticscentre.ca/pages/schedule/. If you are unable to pay using a credit card we accept cash, debit, and cheque at the front desk. The OGC does not keep credit card information on file. For late registrations, the cost of a class is automatically prorated at the time of registration.

Gymnastics Ontario Insurance

An annual, non-refundable, insurance fee will be applied to each participant's first registration of the season. The fee is valid from July 1st to June 30th.

Trial Classes

There is no charge for a trial class. Trial classes are available throughout the session and are subject to availability. You must contact the front office (info@ottawagymnasticscentre.ca) at least 24 hours prior to the class to confirm availability. An OGC account and registration will be required for insurance purposes. A participant is limited to one trial class per session. Trial classes are not scheduled during the first week of a session, nor within the last two weeks of a session.

Refunds/Withdrawals

Refunds and credits will not be given for exceptional circumstances such as power outages, weather, or any other extraordinary facility closure/opening restrictions outside of the OGC's control, this includes any closures and restrictions related to COVID-19.

In order to have a refund processed, the credited amount on your account must remain unused and you must contact the front office within one year of being notified of your refund eligibility. If you contact the office more than one year following the notification of

your refund eligibility, the amount will remain as a credit on your account. Credits have no cash value and can only be applied to future OGC programs.

Recreational & Kindergym Programs: To withdraw a participant from a program, please contact the front office (info@ottawagymnasticscentre.ca). Withdrawal requests made more than 48 hours prior to your first class are eligible to receive a full refund for the program. Requests to withdraw within 48 hours before or after your first class are eligible to receive a refund for the program cost, less the cost of the first class. No refunds will be issued after the 48 hour period following your first class. If you choose to withdraw after this period, you are eligible to receive a credit on your account for any remaining classes. The Gymnastics Ontario Insurance fee remains ineligible for any refunds or credits. For Camps (Summer, Winter Holiday, March Break, PD, Adult etc.), withdrawals made a minimum of 48 hours prior to the start of the camp day/week are eligible for a refund. Camp withdrawal requests made less than 48 hours before the first day of camp will result in a credit for the cost of the camp.

There are no refunds or credits for participants who are absent from classes or camps for any of the following reasons: experiencing illness, moving away from the city, attending other activities, or any matters unrelated to the operation of OGC's programming. Credits may be applied on a case by case basis for injury, if proper medical documentation is provided.

Private Lessons: All private lessons are required to be paid in full, a minimum of 24 hours prior to the first lesson. Notice of cancellation of a private lesson must be given to the Private Lesson Coordinator (info@ottawagymnasticscentre.ca) and the coach at least 24 hours before the start time of the private lesson. Cancellation notices received after that time, will not be eligible for credits, refunds, or rescheduling, and will be considered complete.

Birthday Parties: Notice of cancellation of a birthday party must be given to the front office (info@ottawagymnasticscentre.ca) at least five days prior to the party, resulting in a refund for the full registration cost. Cancellations made less than five days in advance, will be eligible for a credit. Credits have no cash value and can only be applied to future OGC programs.

Discounts

This discount does not include Adult Rec programs. If an individual or family enrolls in three classes or more in the same session they may request a credit be applied to their account for future programs at the OGC. The credit will be equal to 10% of the average of the programs registered in the session. Classes must be in the same program area to

receive the discount. Program areas are Recreation & Kindergym, March Break, and Summer Camps (excludes PD or other holiday camps). To receive the discount, members must email info@ottawagymnasticscentre.ca upon the completion of a session. OGC will verify the member's program registrations and apply a credit to their account which can be used for future registrations. A member may request a discount before the end of a session under two conditions:

a) The registration for the next session is open and;

b) The OGC will not issue credit to the account of the requesting member for any subsequent withdrawal from programs in the current session.

The OGC may offer seasonal discounts at its sole discretion. Discounts may be offered to current members, new members, or both. Discounts are not guaranteed and may vary in availability, duration, and terms.

The OGC reserves the right to modify or discontinue any discount at any time without prior notice.