



## Wing's Badminton Training Class Policy

### Refund Policy

- 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.
- In the case of serious injury or illness, a **medical note** must be required within 5 days of injury or illness. The athletes are eligible to receive a **FULL** refund for the number of training sessions missed (This only applies in situations where the athlete will miss more than 30 consecutive days of training).
- During the semester, families who relocate more than 30km away and can no longer attend training will receive a **75%** refund for the remaining training sessions.
- Registration for a program is commitment to attend the program. Cancellations more than 5 days prior to the start of the program will be offered a **75%** refund. 3 days before the start of program will be offered a **50%** refund.
- Withdrawal before the starts of the **3rd** class during the semester, **75%** of the fee less session taken will issue an in-store credit. **No refund or in-store credit** will be issued after starts of the **3rd** class.

### Personal Absence Policy

- For personal absences, please inform customer service at least **one day** in advance.
- If you need to make up lessons, you must confirm the make-up time with customer service at least 2 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.

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