



## **SXL GYMNASTICS REFUNDS & CANCELLATIONS 2019**

- Our Club has a “no refund” policy.
- Our Club has a “no make-up class” policy.
- Our Club Board of Directors will only consider credits for missed classes:
  - In the event of a serious injury/illness necessitating a lengthy period of recovery of more than two weeks (e.g. fractures, operations etc.) Written requests must be supported by a medical certificate from a qualified doctor or medical specialist for consideration.
  - In the event of extenuating family circumstances (at the discretion of SXL Management).
- Competition entry refund requests – must be lodged in writing no later than 72 hours from the competition date and MUST be accompanied by a medical certificate to be considered.
- SXL coaches, reception and office personnel are not authorised to approve refunds and/or cancellations.

Please submit any correspondence regarding refunds and cancellations together with supporting documentation to: [info@sxl.net.au](mailto:info@sxl.net.au)

Following submission, your individual case will be reviewed by our Board of Directors in line with our Club policies and you will receive an official response within 7-10 business days.

Thank you for your support and understanding of our refund and cancellation terms and conditions.

(Last reviewed 3 February 2019 – SXL Management Team)