

## Refund/Credit Policy

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**Indoor field rental cancellations:**

48 hour notice must be received for any cancellation or change.

Times may be rescheduled-subject to availability or a facility credit will be issued.

**Team/Player League Registration Refund:**

Any refund request within 7 days of session commencement not initiated by The Zone Sportsplex will carry a \$15 processing fee unless the user is willing to take a credit for future use. All similar requests less than 7 days prior to the session commencement will carry a 50% fee of the total paid.

**Practices:**

48 hour notice must be received for any cancellation or change.

Times may be rescheduled-subject to availability or a facility credit will be issued.

**Classes or Camps:**

There are no refunds on classes or camps. Facility credit will be issued if class or camp has not started yet. Camps or classes once they begin are not refundable or nor will credits be issued. There are no make-ups.

**Birthday parties:**

Birthday parties may be rescheduled. Cancellations are subject to \$25 deposit fee if they are cancelled 30 days or more before the party. If the party is cancelled less than 30 days prior to the party, there will be a 50% fee.

**Private Lessons:**

Private lessons are subject to 24 hour cancellation charge. Credit or reschedule will be honored but only 24 hours in advance. i.e. If you call the day of or night before no reschedule will be offered.