



# Ashland DEVO Refund Policy

As a registrant, it is your responsibility to know and understand these refund policies upon registering for a DEVO program. However, we realize that exceptional circumstances may arise. As such, DEVO will CONSIDER refund requests for exceptional circumstances, such as injury or illness. The amount refunded under exceptional circumstances is up to the discretion of the Executive Director, depending on the circumstances of the cancellation and DEVO's ability to fill the opening in the program.

## I. Early Cancellations

Early cancellations must be submitted a minimum of TWO WEEKS before the start of the DEVO program. Early cancellations should be submitted in writing to [ashlanddevo.casey@gmail.com](mailto:ashlanddevo.casey@gmail.com), stating a request to withdraw from the DEVO program. Cancellation requests received more than TWO weeks before the start of the program will be fully refunded, minus any credit card processing fees incurred at registration.

## II. Late Cancellations

Cancellations submitted in writing to [ashlanddevo.casey@gmail.com](mailto:ashlanddevo.casey@gmail.com) LESS THAN TWO WEEKS before the start of the DEVO program are considered late cancellations. Registration fees MAY only be PARTIALLY refunded for a cancellation received less than TWO WEEKS before the start of the program. The amount refunded for late cancellations is up to the discretion of the Executive Director depending on the circumstances of the cancellation and DEVO's ability to fill the opening in the program. In cases with unusual or extreme circumstances, a registrant may request that their registration fee get applied to a future equivalent program. If the request is granted, the registrant must, within ONE YEAR register for, and attend an equivalent program; otherwise, all payments are forfeited.

## III. No Shows

Registration fees are non-refundable and non-transferable for any no-shows to a DEVO program. \*NO refunds or credits will be issued for requests submitted after the conclusion of the DEVO program.

#### IV. Alterations or Cancellations by DEVO

Note that circumstances beyond the control of Ashland DEVO may necessitate the substitutions, alterations, or even cancellations of a DEVO program. Ashland DEVO reserves the right to alter, modify, or cancel any program if necessary. Any alterations or cancellations will be communicated via the email provided in the program registration as soon as possible. In the event that a program must be canceled by DEVO, the program fees for all registrants to the program will be fully refunded, minus any credit card processing fees incurred at registration. In the event that a program is substituted or otherwise altered by DEVO, the refund policies outlined in Sections (I) and (II) will apply.

In the event that substitutions or alterations to the program are announced LESS THAN ONE WEEK before the start of the DEVO program, the registrant may submit a written cancellation or transfer request to [ashlanddevo.casey@gmail.com](mailto:ashlanddevo.casey@gmail.com) within ONE WEEK of said substitutions or alterations being announced via email. In this case, registrants who submit a written request within one week of the substitution or alteration announcement will be fully refunded, minus any credit card processing fees incurred at registration.

#### CANCELLATION AND REFUND REQUEST INSTRUCTIONS

In order to submit a request for a refund and/or cancellation, please send an email to [ashlanddevo.casey@gmail.com](mailto:ashlanddevo.casey@gmail.com). Your request should be accompanied with as much detail on your registration and circumstances of your request as possible, including the name(s) of your child(ren), registration confirmation number(s), and the reason(s) for your cancellation request. Please allow 72 hours for us to get back to you about the request.

**REFUND METHODS** Refunds will be issued in accordance with the original payment method utilized at registration. If the registration was paid for with cash or check, the refund will be issued via check. If the registration was paid for with a credit card, the refund will be processed through the credit card company, and the refund will be applied to the same credit card number as was used to pay for the registration. We are NOT able to issue the refund to a card other than the one used for the original registration. Refunds may also be issued as a credit for a future DEVO program at the discretion of the Executive Director.

#### **COVID Refunds for Fall 2021**

Due to the nature of programs, insurance costs, coach payments, etc., DEVO will not be offering refunds for any classes missed due to COVID related postponements or cancellations in the Fall 2021 season. If programs are cancelled ONE WEEK OR LONGER BEFORE season start, full refunds will occur. **Please consider this before paying in full for your programs.**