



JCC WARRIORS

Cancellation and Refund Policy

We understand that circumstances can change after registration. Our goal is to be fair to families while also ensuring that programs can be properly planned, staffed, and delivered.

All cancellation and refund requests must be submitted in writing by email. Refunds will be reviewed based on the date the written request is received.

- Cancellations are subject to a **\$50 administrative fee**.
- Families may receive a **prorated refund up to and including the 4th week of the program**. The refund amount will be calculated based on the number of program weeks that have already taken place at the time the written cancellation request is received.
- After the 4th week of the program, refunds will no longer be available, except in approved medical circumstances as outlined below.
- If equipment, uniforms, or other program materials have already been provided or ordered for the participant, the cost of those items will be deducted from the refund amount.
- Refunds are not provided for missed classes, practices, games, personal scheduling conflicts, vacations, short term illness, or other individual absences, except where a medical exception has been approved in accordance with this policy.

Medical Exceptions

Medical refund or credit requests may be considered in cases where a participant is unable to continue due to injury, illness, or medical restriction.

Requests must be submitted in writing and may require supporting medical documentation.

Approved medical refunds or credits will be reviewed on a case-by-case basis and will consider the date the request is received, the portion of the program already completed, staffing and program costs already committed, and any apparel, equipment, uniforms, or materials already provided or ordered.

Missed sessions due to short-term illness, minor injuries, or temporary absences are not eligible for refund.



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Program Cancellations

In the event that a program is cancelled by the JCC, families will receive a refund or credit for the cancelled portion of the program.

If an individual session is cancelled due to weather, facility closure, staffing issue, or another circumstance outside of the JCC's control, the JCC will make reasonable efforts to reschedule the session where possible. Refunds are not guaranteed for individual cancelled or rescheduled sessions.

Final Review

All refund and credit decisions are subject to final review and approval by the JCC Sports Department.