



## PAYMENT POLICY

*Last updated: February 25, 2026*

✓ By registering for classes or events at Kemptville Infinity Inc., I acknowledge and agree to the terms outlined in this Payment Policy. I authorize Kemptville Infinity Inc. to charge my credit card or withdraw funds from my bank account in accordance with the terms below.

### **Monthly Enrollment**

- We offer three sessions: (September–January, February–June, July–August).
- Once a session has ended, you will be required to register for the appropriate class for the next session.
- Monthly tuition is based on an average of four classes per month. If a month has five classes, no additional charge will be applied, nor will a credit be applied if a fifth class is cancelled.
- Continuous enrollment allows you to join classes at any time, subject to class availability. Tuition will be prorated accordingly for new enrollments (out of the 4 weeks of the month).
- Some months are prorated (discounted) if your athlete's class lands on Gym closure:
  - October 13
  - December 22 - Jan 4
  - February 16
  - March 16-20 (16 & 17 are not prorated as there are 5 weeks)
  - April 3 & 5
  - May 18
  - June 28, 29 & 30 (29 & 30 are not prorated as there are 5 weeks)
  - July 1 - 5
  - August 3, 31
  - September 1 - 7
- **Tuition is not prorated for absences or inclement weather.**
- **Medical Leave:** If an athlete is off due to injury we will hold the spot for 2 months before a final check-in to see if the athlete will be able to complete the session. A medical clearance may be required before an athlete can return to the gym. Tuition will be put on hold for the month.
- **Sick Policy:** If an athlete is showing signs of symptoms (fever, vomiting, diarrhea, contagious conditions, etc.), they must stay home. Children must be symptom-free for a minimum of 24 hours (without medication) before returning to the program. We appreciate an email or phone call if an athlete will be absent.
- Absences are typically followed up after 2 missed classes and a drop may occur if more than 4 are missed consecutively without any communication from you.

### **Payment Terms & Methods:**

- **First month's tuition (prorated accordingly)** is due upon registration, unless otherwise specified, and will be charged to the credit card on file within one business day.
- A **10% discount** is available for families with three or more participants in our class sessions. Each athlete will receive 10% off their monthly tuition.
- Monthly payments are **due on the 20th of the month for the upcoming month.**
- If payment is received before the 20th by any other means, the credit card or account on file will not be processed.
- Payments (without a surcharge) may be made via:
  - **Automated Bank Withdrawal**
  - **Cash** (in-person)
  - **E-transfer to [Management@KemptvilleInfinity.com](mailto:Management@KemptvilleInfinity.com)**, with the athlete's full name in the memo section.
- **Payments by Credit Card are subjected to a surcharge of 2.4% of the total amount to be billed.** This fee will be itemized on your statement.
- If the 20th falls on a weekend or statutory holiday, the card will be charged on the next business day.

### **Declined Payments**

- Any **declined Automated Bank Withdrawal** will result in a **\$25 (flat) Non-sufficient Funds fee** added to the outstanding balance. If a third NSF is applied in any 12 month period, a credit card must be added on file and will be billed in the case of a fourth NSF.
- Any **declined payments by any method** will have up to **5 days** to login to the Parent Portal to update your billing information or contact us to make payment arrangements.
- Failure to settle delinquent tuition by the **1st of the month** will result in the student being marked inactive and unenrolled. A child on the waiting list may take their place.
- If financial assistance is required at any time, please email [Admin@KemptvilleInfinity.com](mailto:Admin@KemptvilleInfinity.com).

### **Withdrawals & Refunds**

- **Withdrawals** must be submitted by email to [admin@KemptvilleInfinity.com](mailto:admin@KemptvilleInfinity.com) no later than the **19th of the month prior to withdrawal** to avoid being billed another month.
- If proper notice is not received in time, **a refund is not provided**, and the athlete is encouraged to continue attending classes for the month already paid.
- Upon request, under management-approved circumstances:
  - The unused portion of tuition fees would be provided in the form of a credit towards future use toward events and other Kemptville Infinity programs.
  - If a refund is the most appropriate resolution, a **\$25 (flat) Administration Fee** will be applied prior to processing the refund for the remainder of the balance.
- **No refunds or credit** will be given for missed classes, and tuition is **not prorated for expected absences or inclement weather.**

## **Gymnastics Ontario (GO) Fees**

- This is a **mandatory Insurance fee** to be registered with Kemptville Infinity and applies to all athletes, coaches and staff.
- A **non-refundable annual fee of \$40.00** (plus tax) for Gymnastics Ontario applies to all recreational athletes (valid from July 1st through June 30th), with the exception of cheer athletes and other non-gymnastics programs that are covered under another insurance.
- Competitive athletes are required to pay an annual fee of \$100.00 plus tax comp membership fee + \$27.50 insurance fee (plus tax). \*Please note higher comp levels pay higher fees.
- This annual fee is processed in the same month as the athlete's first class begins, and expires June 30.

## **Summer Camp and Special Event Policy, Discounts & Cancellations**

(e.g., Summer Camp, Birthdays, KNO, Laser Tag, PA Days, Clinics, etc.)

- All camp and special event fees are due at the time of registration unless prior arrangements have been made with the billing administrator before registration. Summer Camp registration fees must be paid in full **prior to June 1st**.
- A 10% sibling discount may apply on specified events. If a discount is not provided at the time of registration, when it is advertised as such, please email **Admin@KemptvilleInfinity.com** to credit your family account. Week long camps do not apply.
- **Cancellation Within 14 Days:** If you cancel your registration for a camp or special event within 14 days of the event, your deposit/registration will not be refunded. Kemptville Infinity will assist in attempting to fill your spot by contacting those on the waitlist. If we are unable to fill the spot, you are welcome to find a participant to take your spot. Please notify us so we can update our records with the correct information. If we are able to fill the spot, a credit (less a \$25 (flat) Administrative fee) will be applied to your family account towards future use in other Kemptville Infinity programs.
- **Missed Events Due to Illness:** If your child misses a special event due to illness, we are unable to offer a refund. The event has been planned and staffed based on the confirmed number of participants, and we are unable to adjust for last-minute absences. Kemptville Infinity will assist in attempting to fill your spot by contacting those on the waitlist. If we are unable to fill the spot, you are welcome to find a participant to take your spot. Please notify us so we can update our records with the correct information. If we are able to fill the spot, a credit less a **\$25 (flat) Administrative Fee** will be applied to your family account for future use.
- **Summer Camp Cancellation & Refund Requests:** Please note that summer camp cancellations & refunds will only be processed if the request is made to **admin@KemptvilleInfinity.com before June 1st**.
  - **Before June 1st:** A credit for the full amount will be issued to your family account towards future use in other Kemptville Infinity events and programs. Upon request and under management-approved circumstances, a refund **less a \$25 (flat) Administrative Fee per child per week** may be processed.
  - **After June 1st: No refunds will be issued after June 1st.** Kemptville Infinity will assist in attempting to fill your spot by contacting those on the waitlist. If we are unable to fill the spot, you are welcome to find a participant to take your spot. Please notify us so we can update our records with the correct information. If the spot is filled, a credit less a **\$25 (flat) Administrative Fee** will be applied to your family account towards future use in other Kemptville Infinity programs.

### **Gymnastics Ontario (GO) Fees for Events & Summer Camp Athletes**

- GO fees are not required for occasional events or drop-ins.
- A mandatory GO insurance charge of **\$11.00** (plus tax) will be applied if a camper attends up to (any) 5 days of camp.
- If the camper attends for more than 5 days of camp, or signs up for a Fall, Spring or Summer session, they must be registered as a recreational athlete. The remaining insurance fee of **\$29** (plus tax) will be applied and paid to GO.
- These fees are charged between camp registration and the start date.
- **These fees are non-refundable regardless of camper withdrawal.**

### **Private Lessons**

- Private Lessons may be requested by completing
- If you are having difficulty, please complete the [Private Lesson Form](#). An administrative assistant will contact you to confirm a private lesson schedule once an appropriate coach has committed.
- Private lesson fees will be billed at the end of the month for the lessons completed in that period.

### **Gymnastics Ontario (GO) Fees for Private Lessons:**

- Athletes taking private lessons must also pay the **GO insurance and membership fee of \$40** (plus tax). If the athlete has already been enrolled at another gym and GO fees paid for the current year, the athlete may simply provide their GO membership # to Kemptville Infinity prior to their first lesson in order to avoid the charge.

**Billing Questions? Please contact [Admin@KemptvilleInfinity.com](mailto:Admin@KemptvilleInfinity.com)**