



Class / General Credit or Refund Request

7670 E. Wrightstown Rd. - Tucson, AZ 85715
520-628-4355

Parents –

If you need to cancel your child's class reservation for any reason, and would like a credit or refund, you must complete this form and submit it to the front desk. Once received, your child's name will be immediately removed from the roster so we can fill his / her space.

Please choose REFUND or CREDIT:

- Credit Requests (\$15 Administrative Fee):** If made after the session has started, an administrative fee of \$15 per student, per class will be deducted from the credit that is applied to your account. It takes approximately one week to process your request and credit your gym account; credit will not be immediately available. "Back credit" is not offered for past missed classes – credit will be offered only for future classes, which will begin with the next week's class through the end of the session. Gym credit may be used toward any activity at the gym and expires in one calendar year. Credit is not transferable to another family and may not be cashed out.
- Refund Requests (\$25 Administrative Fee):** If made after the session has started, refunds will be in the amount requested minus an administrative fee of \$25 per student, per class. It takes approximately one week to process your request and print and mail your check. Refunds for past classes are not possible – refunds are offered only for the remaining classes in the current session, which will begin with the next week's class through the end of the session.
 - I want my refund check mailed to me via certified mail.
 - I want to pick up my refund check at the front office.
 - I paid with a credit card and will bring my card by to put the refund on my card (once the refund is approved).

Administrative Fees are waived for credit/refund requests turned in before the session has begun.

Sincerely,

Randy and Alacia, Owners
Old Pueblo Gymnastics Academy

Date Received by Front Desk: _____ **Session:** ____ **has begun** ____ **has not begun**

- Staff member receiving form removes student from database and coach's roster: Initials: _____ Date: _____
- Front Desk Calls WL: Initials: _____ Date: _____

Child's Name: _____ **Coach:** _____ **Class:** _____

Parent Name: _____ **Phone Number:** _____

Address: _____ **City:** _____ **State:** _____ **Zip:** _____

Describe in detail your reason for requesting credit or refund: _____

Describe how the coach/staff responded to any issues you have with the class: _____

List any constructive suggestions you have: _____

- Administrative fee was deducted, if applicable:** Initials: _____ Date: _____
- Credit/Refund is approved / disapproved** Initials: _____ -- Amount of Credit / Refund : _____
- Family is contacted regarding status** Initials: _____ Date: _____