

Payment, Refund and Cancellation Policy

Cancellations and Rescheduling for Private Lessons / Small Group Lessons ("Pay as you Go" Programs) (Indoor and Beach)

Cancellations or Rescheduling must be completed through the cancellation/rescheduling feature on the website (www.NextStepVBA.com). Email, text, or phone/voicemail is not sufficient notification, and any attempts to cancel in this manner will be considered a "No Show."

Cancellations for any session that occur less than 24 hours before the scheduled session time begins will receive NO Refund.

If a participant fails to attend a scheduled session time (i.e., a "No Show"), or arrives 10 minutes or later after the scheduled session time, there will be NO Refund. If a participant is late, the session will not be extended beyond the scheduled time.

If a participant needs to reschedule, Next Step Volleyball Academy, L.L.C. must be notified at least 48 hours before the scheduled session time through the rescheduling feature on the website. Payment will be applied to the rescheduled session. Next Step Volleyball Academy, L.L.C. will do its best to accommodate the participant's schedule but cannot guarantee the availability of another session.

We must enforce these cancellation / refund policies because a gym / beach rental fee as well as other fees are incurred for each session.

Cancellation or Withdrawal from Club Team or Continuous Program

If a participant withdraws from a Club Team or Continuous Program (ie programs other than "pay-as-you-go") before the season has ended or the program is completed, the participant agrees to forfeit all fees paid for that program. A limited number of participants are allowed in each Club Team or Continuous Program; therefore, once a participant is committed, other participants are precluded from joining. Next Step Volleyball Academy, L.L.C. reserves the right to use discretion regarding providing refunds to participants for early withdrawal from a program due to unavoidable conflicts, provided sufficient documentation is presented in writing to Next Step Volleyball Academy, L.L.C. by the participant and through the participant's own resources. Sports related injuries are not considered an unavoidable conflict. Please be aware that many program fees are applied to up-front cost incurred, and cannot be refunded.

Payment for Private Lessons / Small Group Lessons ("Pay as you Go") (Indoor and/or Beach)

Payments for Private Lessons and Small Group Lessons are due in full at the start time of the scheduled session. No exceptions.

Participant / Guardian Initials: _____

Date: _____

Payment for Camps and Clinics (Indoor and/or Beach)

Payment for Clinics (Indoor and/or Beach) is due in full at the start time of the scheduled clinic. No exceptions.

Payment for Camps (Indoor and/or Beach) is due in full by the due date listed in the camp details.

**Payment for Club Teams, Progressive Training and Advanced Training Programs
(Continuous Program)
(Indoor and/or Beach)**

Payments for Club Teams, Progressive Training, and/or Advanced Training Programs, and/or any Continuous Program (Indoor and/or Beach) are due in full by the due date specified in the program details. No exceptions. If a payment schedule is offered for a program, the schedule will be outlined in the program details. Once payment is received by Next Step Volleyball Academy, L.L.C., the participant occupies a place in the program and is considered committed to that program. If a participant cancels or withdraws after payment is received, then the cancellation and refund policy will be enforced.

Failure to submit payment timely for any program offering will forfeit a participant's place.

NSF Payments

If a payment is deemed NSF (non-sufficient funds), participant will pay a \$45 NSF fee as well as the full payment that is owed. Participation in future programs through Next Step Volleyball Academy, L.L.C., must be paid for in cash.

Next Step Volleyball Academy, L.L.C. reserves the right to amend or otherwise revise the Payment, Refund and Cancellation policy at their discretion.

I have received and reviewed a copy of this Payment, Refund and Cancellation Policy. I understand and agree that any payments made or owed to Next Step Volleyball Academy, L.L.C. will be refunded to me and/or forfeited by me as described above.

Participant Name (Printed)

Signature (Participant or Parent/Guardian)
Parent/Guardian's signature is required if participant is younger than 18

Date

