

## **Diamond Academy Policies**

### **Lessons, Rental & Program Polices/Payments**

Due to the scheduling necessities required to facilitate all our clients appropriately we ask that all students arrive early to allow time for checking in at our front desk and preparing for their upcoming lesson. If you must cancel your scheduled lesson, 24-hour notice is required to reschedule. If you cancel less than 24 hours prior to your scheduled time, the lesson will not be rescheduled. Lesson packages of 18 or less are valid for seven months from the date of purchase. Lesson packages of 24 or more are valid for one-year from the date of purchase.

All lessons, rentals, programs and camps must be paid for in full before they begin. No session by session payment is allowed. Lessons and rentals will not be scheduled until payment is received. Any remaining credit from lessons, rentals, programs and/or camps will remain as a credit with Diamond Academy. Our MINDBODY scheduling system will allow easy access to your child's lessons and programs but should you have any difficulty feel free to call us at 610 962 0307.

### **Special Events/Camps**

No credit will be given unless there is a medical emergency or illness. We ask that should your child be unable to attend an event or camp that has been paid for we will offer a credit for a comparable future event or camp. Should one not be available credit for lessons or rentals will be offered.

### **Team Policies/Payments**

Diamond Academy incurs tremendous expenses for our teams. Due to those expenses, if the player chooses not to participate on the team, a portion of full payment will be refunded. That amount will be assessed in a timely fashion once expenses are compiled and will be refunded. Initial team deposits are non-refundable.

### **Injury Refund**

If a player becomes injured during the Diamond Academy season, medical documentation is required. Credit within Diamond Academy will be given for the portion of payment the player was unable to participate due to injury.

### **General Policies**

All sales are final; no refunds, no exceptions. Any discounts that are offered by Diamond Academy for any of our services have a deadline; extensions on those deadlines are not available beyond the expiration date. Please make checks payable to Diamond Academy. We are also happy to take payments for all of our services through our MINDBODY system via credit card.

If you have any questions or concerns regarding Diamond Academy policies, please call 610 962 0307.