

Payments, Cancellations, and Rescheduling Policy

PAYMENTS

- Invoices for the upcoming month will be sent via email during the last week of the current month.
- Payments are due before your child(ren)'s first class of the new month.
- A reminder will be sent if payment is not received before the class begins.
- To ensure your child(ren) can participate, please submit payment prior to the first scheduled class each month.

CANCELLATIONS & RESCHEDULING

Group Classes - Refunds

- No refunds will be issued for group classes.

Group Classes - Rescheduling

- Rescheduling of group classes is not available.

Group Classes - Class Cancellations & Credits

- One (1) class cancellation per month is permitted due to illness, provided we are notified 24 hours in advance, or at least:
 - By 6:00 PM the night before a morning class, or
 - By 10:00 AM the day of an afternoon/evening class.
- If properly notified, a credit for the missed class will be applied to your next month's invoice.
- If you do not see the credit reflected, please contact us.
- Cancellations made outside these time frames will not be credited.

Individual Classes - Refunds

- No refunds will be issued for individual classes.

Individual Classes - Rescheduling

- Classes can be rescheduled within the same month an unlimited number of times, subject to teacher availability.
- Rescheduling requires a notice 24 hours in advance, or at least:
 - By 6:00 PM the night before a morning class, or
 - By 10:00 AM the day of an afternoon/evening class.
- Failure to provide notice within the above time frames will result in the class being marked as cancelled without credit.

Individual Classes - Class Cancellations & Credits

- Up to two (2) cancellations per month are allowed with proper notice (as per the guidelines above).
- These cancelled classes will be credited toward your next month's invoice.
- Please contact us if a credit is missing.

Communication

- All cancellations, rescheduling requests, or inquiries must be communicated via email to ensure accurate and timely processing. Please contact us at nadya@kidsplaycademy.com with your child's name, class details, and the reason for the change. Messages sent via other channels (e.g., social media or verbal notices) may not be received or recorded in time.