

**MAC PROGRAMS CLASS CANCELLATION, MAKE-UP AND REFUND POLICIES:**

1. Due to space restrictions, advance registration is recommended for all programs. We reserve the right to cancel programs that do not meet minimum enrollment. If a substitute class cannot be found, a full refund will be granted.
2. Assume your registration is confirmed and the activity will meet as scheduled unless you are notified otherwise.
3. Make-up classes are not provided for classes missed by participants. Make-up classes will be offered for those cancelled due to inclement weather or facility issues, when possible. See programs for specific details.
4. Refunds will only be given in the following circumstances:
  - a. For medical disabilities, a prorated refund or credit will be given when participant provides a doctor's note stating they cannot participate in program.
  - b. Due to the limited capacity and instructor ratios for many classes, cancellations must be made between Monday and Friday, 48 hours prior to class start to receive a full refund.
5. Pro-rating in advance of registration for a class is not offered.
6. Late registrations will be accepted, provided space is available, and will be charged accordingly.
7. A drop-in rate is available for designated classes, provided class registration is not at maximum capacity.
8. If special accommodations are needed to participate in a program, please contact the program manager and they would be happy to assist you.
9. For safety and security purposes, children under the age of 13 are not permitted to walk through the club unattended. Please take your child directly to their class and pick them up at the same location, signing in and out on the class roster.
10. For the safety of all participants, we will enforce the Kids Klub's policy to exclude sick children from participation.
11. Children must be toilet-trained, except for parent participation classes.
12. Parents are expected to pick up their child no later than five minutes after class has ended. Children remaining after this time will be escorted to Kids Klub child care, located in the front of the club. A fee of \$10.00 will be assessed as well as normal fees associated with Kids Klub. (Unless aftercare is provided specifically by the program).
13. Guest (non-member) access includes attending or picking up/dropping off participants of registered programs. Use of amenities is not included and requires a daily guest fee and adherence to guest policies.
  - a. Our service desk associates will ask you to identify yourself and the class you child is attending. You may have use of the facility for an additional fee of \$12.00 during your child's class.
  - b. Guests may enter the club up to 30 minutes prior to the program start time and are expected to exit within 30 minutes after program completion.

I have read the above policies and understand the expectations set for participation in MAC programs and services.

Name: \_\_\_\_\_ Authorizing Signature \_\_\_\_\_  
Date: \_\_\_\_\_