

NORTH SHORE TABLE TENNIS CLUB



Withdrawal, Cancellation, Fees, Refunds and Transfer Policies

Your private or group Table Tennis services or training lessons are reserved especially for you or your child. We value your business and ask that you respect the scheduling policies of North Shore Table Tennis Club. Should you need to cancel or reschedule, please notify us at least 48 hours in advance.

Any cancellations with less than 24 hours of notice are subject to a cancellation fee amounting to the cost of the scheduled service. We reserve the right to charge in full for appointments/classes where the player has cancelled within 24 hours of the start time.

By completing the payment information form during the signing up for the first time or renewing the table tennis classes you are agreeing to our Cancellation Policy and Fees outlined in this document.

Drop ins / Booking Cancellations

Notice period: 24 hours

Refund: Full refund for cancellations made min 24 hours prior to booking

No refunds for late cancellations (less than 24 hours)

Group Coaching Session Cancellation

Notice period: 48 hours

Refund: Full refund for cancellations made 24 hours prior to session

No refunds for late cancellations (less than 24 hours)

Schedules Fees Programs Location Visit our Website www.nsttc.ca or email info@nsttc.ca

Private Coaching Session Cancellation

Notice period: 24 hours

Refund: Full refund for cancellations made 24 hours prior to session

No refunds for late cancellations (less than 24 hours)

Tournament Entry Cancellation

Notice period: 1 week

Refund: Full refund for cancellations made 1 week prior to tournament

Fee: No refund for late cancellations (less than 1 week)

Exceptions

In cases of injury or illness, a medical certificate may be required for a full refund

The club reserves the right to waive or modify cancellation fees in exceptional circumstances

Method of Refund

Refunds will be made via the original payment method

Refunds will be processed within 14 days of cancellation notice

Yours in Table Tennis

North Shore Table Tennis Club

604-209-7037