QOSTC TENNIS PROGRAM
Refund/Credit Policy

If you cancel with more than 6 days notice* before the start of a program you are registered for you can choose:

- A refund of the amount paid minus 15%
  
  or

- A credit of the full amount paid to your QOSTC account.

If you cancel with notice of 6, 5, 4, 3, or 2 days notice* before the start of a program you are registered for you can choose:

- A Refund of the amount paid minus 30%
  
  or

- A credit of the amount paid minus 15%.

If you cancel the day before or the day of with notice* before the start of a program you are registered for you can choose:

- A Refund of the amount paid minus 60%
  
  or

- A credit of the amount paid minus 30%.

If you cancel after the first day of a program, No Refund/No credit.
Failure to attend a program without prior notification will forfeit any consideration of a refund or credit.

QOSTC Tennis Junior Clinic: Your child can miss clinics and do alternate day makeups with-in the same clinic session even without notice.
QOSTC Adult Tennis Clinic: You must give 24 hours notice* minimum to get a credit or a make-up (No Refund).

*Notice constitutes notifying by email brian.qostc@gmail.com with your name, your child’s name, name of program/day that your child is registered for, your best contact phone number, and which refund/credit option you qualify for/or choose. If a refund should be issued, please allow 3 business days for amount to be refunded back to your credit card.

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