

PISE PROGRAM GUIDELINES

PISE offers world class facilities and services. We expect our members and program clients to be respectful of each other, the staff and the facility.

- PISE programs **will not** be pro-rated.
- PISE requires 4 days' notice of withdrawal before the 1st session in order to receive a full refund or credit.
- PISE will be pleased to issue a refund or credit on PISE programs before the 2nd session if the program is not the right fit for you (less program materials fees).
- **PISE Sport Star Camp participants** will receive a partial refund if the participant is withdrawn before the start of the 2nd day and a full refund or credit if they give 4 days' notice.
- PISE reserves the right to cancel any program. If a cancellation occurs, PISE will give as much notice as possible. Patrons will receive a full refund or credit within 30 days.
- No refunds or credits will be issued for dates of classes which have passed and/or been completed after the 1st session.
- Refunds or credits requested for medical reasons must be submitted with a medical note and will be issued for classes remaining.
- An administration fee of \$10 may be charged for all refunds or credits.

Questions about programs? Please feel free to contact us, programs@piseworld.com