



ALTITUDEGYM
CAMP ALTITUDE GYM

CANCELLATION & REFUND POLICY

All cancellation requests must be made in writing to marketing@altitudegym.ca and contain the following information:

- Child's full name
- Dates of stay
- Reason for cancellation
- Supporting documents, if applicable.

If the request is received a minimum of seven (7) business days prior to the start of the child's camp, a refund of 100% of incurred expenses will be made.

If the request is received less than seven (7) business days before the start of the child's camp, no refund can be granted.

Exceptions:

1. In the event of an injury that occurs during a program at Altitude Gym and preventing the child from taking an active part in the activities, a refund will be issued based on the days missed.
2. In the case of an injury occurring outside of an Altitude Gym program that prevents the child from taking an active part in the activities, a refund proportional to the days missed will be granted upon presentation of a supporting document issued by a health professional.

In case of program cancellation by Altitude Gym, a full refund will be made.