



CANCELLATION/REFUND POLICY

EFFECTIVE DECEMBER 1, 2024

When a customer registers for the Little Lions Club soccer program (“The Program”), a subscription is created for their account which bills automatically every 30 days.

It is the **customer’s sole responsibility to request their own cancellations**. Any non-direct cancellation request through a proxy of any kind (e.g. partner school, teacher, school coach), other than direct contact with the Program as detailed below, is an inadequate cancellation request and will not be honored.

If they choose to cancel a subscription for any reason, parents are required to email our company administrator at admin@littlelionsfitness.com and request a cancellation. The cancellation email must contain the player’s name, the name of the partner school where the student is enrolled, and the effective date of cancellation (if different from the date the notice is emailed).

Here are the new stipulations of our *cancellation policy*, effective December 1, 2024:

- In order for the Program to acknowledge a customer cancellation, it must be sent to admin@littlelionsfitness.com with the above details listed.
- Customers can request a cancellation of their subscription at any time; the subscription will be cancelled within three (3) business days, and their account will no longer be charged. Their child will continue to take the remainder of classes which were paid for, if eligible.

Here are the new stipulations of our *refund policy*, effective December 1, 2024:

- Customers requesting a refund **must also request a cancellation**. Participants who have not requested a cancellation of the Program are not eligible for a refund/Customer Credit.
- If a customer cancels their subscription and requests a refund within three (3) business days of enrolling a player in the Program, regardless of whether the player has started the Program, all monies paid to the Club will be refunded.

- If a customer cancels their subscription and requests a refund more than three (3) business days after enrolling a player in the Program, their most recent payment will be refunded pro-rata, based on the number of classes which were attended.
- If a customer who cancels and requests a refund is requesting that multiple payments be refunded, because they did make a cancellation request in a timely fashion using the outlined guidelines above, the Program will refund their most recent subscription payment, and roll the remaining balance into a Customer Credit.

Here are the guidelines for Customer Credits, effective December 1, 2024:

- Customer Credits are awarded to a customer account when the above refund conditions are met (e.g. customer requests multiple-payment refunds but did adequately inform the Program of a cancellation request before charges were made)
- Customer Credits carry a 1:1 dollar value and can be applied - upon email request to admin@littlelionsfitness.com - at any participating Program class/event for which the Customer has an eligible player.
- Customer Credits do not expire, and can be applied to any player for whom the Customer is parent/guardian. Credits are typically non-transferable, unless specific permission is requested and granted.
- Customer Credits are kept track of internally by the Program and information about them is not made publicly available, unless a customer writes admin@littlelionsfitness.com to request their balance of Credits.

In the event that the customer has documentation proving they informed the Program of their cancellation, but was still charged after their direct request, the Program will refund the entire amount for the period they were charged. Customers must be able to provide proof of cancellation requests which were sent directly to admin@littlelionsfitness.com. Player name, partner school name, and effective date of cancellation must have been included in that email.