



POLICY GUIDELINES

- **Lessons, Classes, Strength & Conditioning Packages**

All package types expire one year from date of purchase. Packages can be shared with siblings.

- **Cancellation Policy**

There is a 24 hour cancellation policy for all **Baseball & Softball private lessons, classes and rentals**. If you cancel within 24 hours of the scheduled time or you do not show for the scheduled time you will be charged for your session.

There is a 1 hour cancellation policy for **Strength & Conditioning classes** and you can **cancel on the Game On Strength App**. If you cancel less than 1 hour or you do not show for the scheduled time you will be charged for your session.

- **Cancellations by Game On 13**

Game On 13 reserves the right to cancel an event that may be impacted due to weather conditions or unforeseen staffing situations. Game On 13 reserves the right to cancel any program due to lack of enrollment.

- **Refunds**

There are no refunds, payment will be applied as a credit to your account.

- **Birthday Party Deposits**

Deposits for birthday parties are non-refundable. The balance due for the party may be paid on the day of party.

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