

**Refunds:** Refund requests must be made in person or by phone at 630-848-5000 during regular office hours. We do not accept requests by email or voicemail.

- If the withdrawal request is received **more than 72 hours prior to the start of the program** you will receive a full refund.
- If the request is received **less than 72 hours prior to the start of the program** you will be charged for one class.
- **If the program has started** you will be charged for the classes that have occurred.
- **If the program is half over** no refunds will be issued.
- Some designated courses require one week notice.
- Program supplies are nonrefundable and will be deducted from the refund total.
- This policy does not apply to daily admissions, memberships, rentals, trips, parties, leagues, or preschool. These programs will be identified in the program guide.

**Medical Refunds:** Medical refunds require a doctor's note explaining the injury or illness and must be submitted within 10 business days of the missed class. Qualified medical refunds will receive a full refund. Requests for day trip refunds for medical reasons will not be approved unless your spot can be filled with another participant from the waitlist.

**Transfers:** Transfers to another course within the same session may be made before the second class of the course. Requests for day trip transfers will not be approved unless your spot can be filled with another participant from the waitlist.