

BRAVA Volleyball Academy

Refund, Cancellation & Rescheduling Policy

At BRAVA Volleyball Academy, we strive to provide high-quality experience for all athletes while maintaining consistent scheduling for our coaches and programs. Please review our policy below before registering.

Group Classes

- Tuition for group classes is billed and paid in full at the beginning of each program period.
- Payments for the current program period are **non-refundable** once the period has begun.
- Athletes may cancel their enrollment for the **next program period** by providing **at least five (5) calendar days' written notice** before the start of the new period.
- Cancellation requests must be submitted by email to **ben_insfran@icloud.com**.
- If cancellation notice is received fewer than ten (10) days before the next program period begins, the athlete will be responsible for payment for that upcoming period.

Private Classes

- Payment for private lessons is **non-refundable**.
- Private lessons may be **rescheduled** if the request is made **at least forty-eight (48) hours before** the originally scheduled lesson.
- Rescheduling requests received less than 48 hours before the scheduled lesson will be considered a late cancellation, and the lesson will be forfeited without credit or refund.
- Rescheduled lessons are subject to coach availability.

Group Classes Cancellations due to weather

The coach will communicate with parents and athletes as promptly as possible and will make reasonable best efforts to schedule an alternative date for a make-up class. Make-up dates remain subject to coach and facility availability.

Academy Cancellations

If BRAVA Volleyball Academy cancels a class or private lesson due to coach availability or facility issues, the academy will offer either:

- A make-up class or lesson, or
- A credit toward a future class or lesson, at the academy's discretion.

Exceptions

Requests for exceptions due to serious illness, injury, or other extraordinary circumstances may be reviewed on a case-by-case basis. Supporting documentation may be requested.

By registering for any BRAVA Volleyball Academy program, participants acknowledge that they have read, understood, and agree to this Refund, Cancellation & Rescheduling Policy.