

CANCELLATION, WITHDRAWAL, REDUCED ENROLLMENT & REFUND POLICIES

I. HPNC CANCELLATIONS

HPNC may cancel classes, sessions, workshops and/or events when enrollment minimums are not reached and/or in the event of inclement weather or other emergencies. Cancellations may be made at the last moment. HPNC will post notice of cancellation on the HPNC website calendar and HPNC Facebook page. For OST and Athletics & Enrichment Programs, HPNC will send a mass email/text from our enrollment software to all registered families. Please be sure that you have accepted notifications from HPNC through your email provider. If HPNC is responsible for cancellation, then full or prorated fees for that day or session will be refunded or credited to your account. **HPNC reserves the right to change instructors or class structure, or to discontinue any class without incurring obligations.**

II. CLIENT WITHDRAWALS/CANCELLATIONS

A. STIPULATIONS THAT APPLY TO ALL HPNC PROGRAMS, CLASSES, ACTIVITIES, AND RENTALS:

- **ADVANCED WRITTEN NOTICE IS REQUIRED FOR ALL CANCELLATIONS AND/OR WITHDRAWALS.** Email HPNC at info@hpnclub.org (or your primary HPNC representative) with cancellation notice and to determine eligibility for refund/credit.
- Failure to attend does *NOT* constitute an official withdrawal from any course, session, class, workshop, program, activity, and/or rental agreement and will *NOT* be grounds for refund.
- Any and all Transaction Fees, Registration Fees, and Processing Fees are NON-REFUNDABLE.
- Additional Withdrawal and/or Cancellation Fees may be assessed.
- Special Discounts (sibling discount, bundle discount, etc.) may be reversed with balance due added to account due cancellations/withdrawals.
- No pauses on account will be granted. (Appeals may be considered on a case-by-case basis for verifiable hardships only.)
- Membership, class-pass, monthly-pass, and season-pass purchases are NON-REFUNDABLE and NON-TRANSFERABLE. Passes may NOT be returned for cash value.
- Refunds/credits may take up to 1-week to process.
- Additional stipulations apply to each individual programs and rentals. See details below.

REFUND POLICY DETAILS BY ACTIVITY OR PROGRAM

1. **RENTALS & PARTIES (single-use and recurrent):** A \$50 NON-REFUNDABLE Processing Fee applies to all rentals. Rental fees, minus the non-refundable \$50 Processing Fee and Transaction Fees, may be refunded IF AND ONLY IF **written notification of cancellation is received by HPNC at least 30 days prior to the scheduled date of rental use.** Non-appearance does not constitute cancellation of the rental agreement, and in such an instance, the renter will remain responsible for full payment of rental fees. HPNC does not offer deferred, reduced, or pro-rated space rental fees.

2. **EARLY CHILDHOOD PLAY N LEARN & PARENT CLASSES:** Membership, class-pass, monthly-pass, and season-pass purchases are NON-REFUNDABLE and NON-TRANSFERABLE. Passes may NOT be returned for cash value.

3. **ATHLETICS & ENRICHMENT PROGRAMS:**

ENROLLMENT TYPE	APPLICABLE PROGRAMS	WITHDRAWAL/CANCELLATION TERMS
“Sample Class” (Single-day)	Athletics & Enrichment	<ul style="list-style-type: none"> • Pre-arrangement required. • All payments are FINAL – No refund/no credit.
“Seasonal Session Enrollment”	Athletics & Enrichment	<ul style="list-style-type: none"> • \$50 Withdrawal/Cancellation Fee will be assessed for each session of cancelled enrollment, regardless of when the cancellation is made (or 30% of IAC Supplemental Fee if applicable). • Transaction Fees (3.95%, plus \$0.30/transaction) are NON-REFUNDABLE. <p>POSSIBLE REFUND OR CREDIT:</p> <p>14+ Days Advanced Written Withdrawal/Cancellation <u>prior to session start date</u> will allow for a partial refund equal to (Program Fee, less Transaction Fees and Withdrawal/Cancellation Fees) OR full credit to account in the amount of the original payment to be applied to a future athletics & enrichment enrollment session in the same academic year.</p> <p>7-13 Days Advanced Written Withdrawal/Cancellation <u>prior to session start date</u> will allow for a partial refund equal to [50%*(Program Fee, less Transaction Fees and Withdrawal/Cancellation Fees)] OR 50% credit to account in the amount of the original payment to be applied to a future athletics & enrichment enrollment session in the same academic year.</p> <p>Fewer than 7 Days Notice <u>prior to session start date</u> – No refund/no credit.</p> <p>No refund/credit on or after session start-date, regardless of registration date.</p>

4. OUT-OF-SCHOOL-TIME (OST) PROGRAMS:

a.1 SUMMER CAMP – Regular Enrollment

ENROLLMENT TYPE	APPLICABLE PROGRAMS	EARLY WITHDRAWAL/CANCELLATION TERMS
<p>“1-Week Enrollment”</p> <p>(with or without After Care)</p>	<p>Summer Camp</p>	<ul style="list-style-type: none"> • \$75 Withdrawal/Cancellation Fee will be assessed for <u>each week of cancelled enrollment</u>. • Transaction Fees (3.95%, plus \$0.30/transaction) and Registration Fees (\$25/child per summer) are NON-REFUNDABLE. <p>POSSIBLE REFUND OR CREDIT:</p> <p>14+ Days Advanced Written Withdrawal/Cancellation <u>prior to camp week start date</u> will allow for a refund equal to (Program Fee, less Transaction Fees, Registration Fees, and Withdrawal/Cancellation Fees) OR full credit to account in the amount of the original payment to be applied to a future 1-week enrollment in the same program year.</p> <p>7-13 Days Advanced Written Withdrawal/Cancellation <u>prior to camp week start date</u> will allow for partial refund equal to [50% * (Program Fee, less Transaction Fees, Registration Fees, and Withdrawal/Cancellation Fees)] OR partial account credit in the amount of 50% of the original payment for that week, which may be applied to a future 1-week enrollment in the same program year.</p> <p>Less than 1 Week Notice – No refund/no credit.</p>

a.2 SUMMER CAMP – DCFC / Illinois Action for Children (IAC state childcare subsidy)

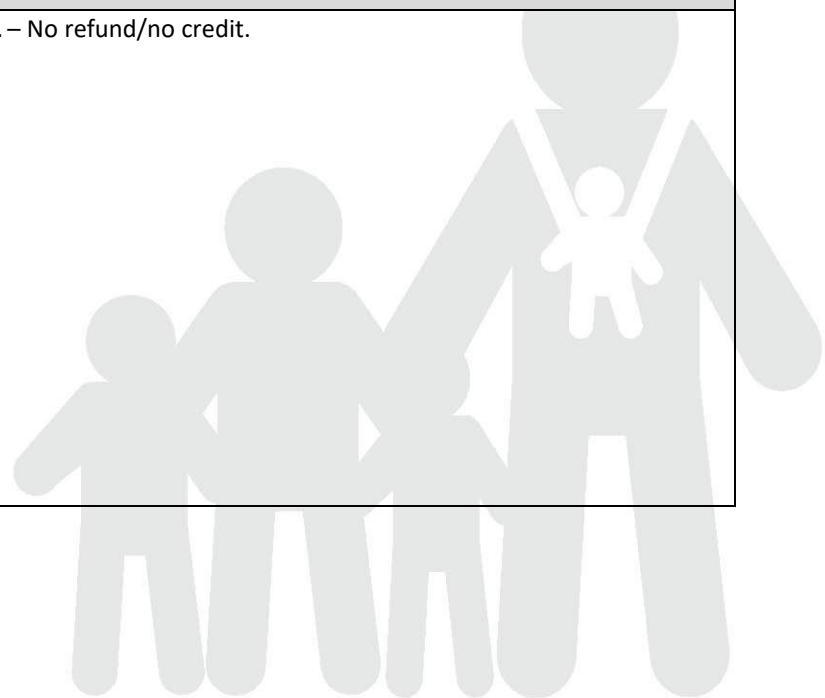
ENROLLMENT TYPE	APPLICABLE PROGRAMS	EARLY WITHDRAWAL/CANCELLATION TERMS
<p>“Full Summer Enrollment - IAC”</p> <p>(with or without After Care)</p>	<p>Summer Camp</p>	<p>All payments are FINAL – No refund/no credit.</p> <ul style="list-style-type: none"> • Monthly co-pay is NON-REFUNDABLE. • \$75/child per summer Supplemental Fee is NON-REFUNDABLE. • \$25/child per summer Registration Fee is NON-REFUNDABLE. • Transaction Fees (3.95%, plus \$0.30/transaction) are NON-REFUNDABLE.

b. NO SCHOOL VACATION DAYS

ENROLLMENT TYPE	APPLICABLE PROGRAMS	EARLY WITHDRAWAL/CANCELLATION TERMS
<p>“Single-Day Enrollment”</p> <p>(with or without After Care)</p>	<p>No School Vacation Days</p> <p>Winter & Spring Break Camps</p>	<ul style="list-style-type: none"> • \$25 Withdrawal/Cancellation Fee will be assessed (or 30% of IAC Supplemental Fee amount if applicable). • Transaction Fees (3.95%, plus \$0.30/transaction) are <i>NON-REFUNDABLE</i>. <p>POSSIBLE REFUND OR CREDIT:</p> <p>14+ Days Advanced Written Withdrawal/Cancellation will allow for a partial refund equal to (Program Fee, less Transaction Fees and Withdrawal/Cancellation Fees) <i>OR</i> full credit to account in the amount of the original payment to be applied to a future single-day enrollment in the same academic year (subject to availability).</p> <p>3-13 Days Advanced Written Withdrawal/Cancellation will allow for partial refund equal to [50% * (Program Fee, less Transaction Fees and Withdrawal/Cancellation Fees)] <i>OR</i> partial account credit in the amount of 50% of the original payment for that day, which may be applied to a future single-day enrollment in the same academic year.</p> <p>Fewer than 48-Hours Notice – No refund/no credit.</p>

c. EMERGENCY CARE DAYS

ENROLLMENT TYPE	APPLICABLE PROGRAMS	EARLY WITHDRAWAL/CANCELLATION TERMS
<p>“Emergency Care Days”</p> <p>(with or without After Care)</p>	<p>Inclement Weather Days</p> <p>School Closure Days</p> <p>Teacher Strike Days</p>	<p>All payments are FINAL – No refund/no credit.</p>



d. AFTER SCHOOL PROGRAM (ASP)

ENROLLMENT TYPE	APPLICABLE PROGRAMS	EARLY WITHDRAWAL/CANCELLATION/REDUCED ENROLLMENT (FOR PART-TIME) TERMS
<p>“Extended Session Enrollment”</p>	<p><i>After School Program (ASP)</i></p>	<ul style="list-style-type: none"> • 30+ Days Advanced Written Withdrawal/Cancellation/Reduced Enrollment Notice Required. • \$150 Withdrawal Fee or \$75 Reduced Enrollment (for Part-Time) Fee will be assessed (or 30% of IAC co-pay amount if applicable). • Transaction Fees (3.95%, plus \$0.30/transaction) and Registration Fees (\$25/child) are NON-REFUNDABLE. • First and last months’ program fees are due prior to program start. • Prepayment of last-month’s installment will be applied to 30-day Withdrawal Notice Period and/or Withdrawal/Cancellation Fee. <p>POSSIBLE BALANCE DUE OR CREDIT: Any available refunds for prepaid monthly fees or co-pays will be pro-rated starting <i>30-days after</i> receipt of written cancellation <i>OR</i> the last date of program attendance (whichever is later), AND Withdrawal/Cancellation/Reduced Enrollment Fees, Transaction Fees and Registration Fees will be subtracted from that amount. Any outstanding payments will be owed at time of withdrawal/cancellation/reduced enrollment OR any positive balance will be refunded or credited to account.</p>

