

LEGACY CODE



Legacy Elite Financial Commitment & Refund Policy

General Information

Legacy Elite does not offer make-up classes or refunds for missed classes or team practices due to vacations, illness, injuries, personal scheduling conflicts, or poor weather. In the event of an unexpected gym closure (e.g. unsafe travel conditions), cancelled skill-building classes will be rescheduled when possible. Practices may be rescheduled at the discretion of the coaching staff. If your athlete cannot attend a rescheduled skill-building class, a program credit will be issued—no refunds will be given.

Legacy Elite reserves the right to cancel or combine classes and teams at any time due to insufficient enrollment.

For competitive programs, payment plans are available. For all other programs (recreational classes, private lessons, camps, etc.), payment must be made in full before participation.

All accounts must remain in good standing. Athletes with outstanding balances may not participate in training until payment is resolved. A \$30 NSF charge applies to any declined or returned payments. If an athlete is removed from the program due to non-payment or violation of our Code of Conduct, no refunds or credits will be provided.

To withdraw from a program, notice must be submitted in writing via email to: info@legacyelitecheer.ca. Refunds will be processed within two weeks and are subject to a 5% transaction fee to cover administrative and merchant costs.

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Athlete Injuries

In case of injury, athletes will be offered modified participation (e.g. flexibility, conditioning) when safe. No refunds or credits will be issued for competitive team fees due to injury. Credits for skill-building classes will only be issued for in-gym injuries.

Day Camps

A full refund (less a 5% fee) will be issued for day camp cancellations if at least one week's notice is provided. No refunds or credits are available for cancellations made within one week of the start date.

Open Gyms

There are no refunds or credits for missed Open Gym bookings unless the event is cancelled by Legacy Elite.

Private Lessons

- Private lessons are non-refundable.
- With at least 48 hours' notice, your lesson can be rescheduled during the same session (fall, winter, etc.), but the coach may change.
- If not rescheduled within the session, the credit is forfeited.
- You may transfer your private lesson to another athlete, but financial arrangements must be handled independently. Notice of the switch must be given to the coach in writing at least 12 hours in advance.

Private lessons are booked in 30-minute increments at a cost of \$30 per session. Payment must be made in cash at the time of the lesson.

Recreational & Skill-Building Classes

For session-based classes:

- A full refund (minus a 5% fee) will be provided if withdrawal is requested in writing after the first class only.
- No refunds will be issued beyond the first class, but program credits will be provided for remaining classes.

For drop-in classes:

- No refunds are available.
- If 48+ hours' notice is given, we can transfer your booking to another available drop-in date for the same or similar class.



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Competitive Cheer Programs (Novice, Prep, and All-Star)

- Competition entry fees are the responsibility of the rostered athlete, regardless of attendance.
- Withdrawal within 30 days of registration will be refunded minus:
 - A \$200 administrative fee
 - Any fees paid on behalf of the athlete (insurance, uniforms, training gear, choreography, etc.)
 - Tuition incurred to date
- Withdrawal after 30 days but before September 1 will result in a 50% tuition refund for the summer session only. All other fees are non-refundable.
- After September 1, no refunds are provided for Prep or All-Star programs.
- For Novice, no refunds are provided after October 1.

Uniforms & Merchandise

- All purchases are final sale.
- If there is a quality issue, please contact us at info@legacyelitecheer.ca.
- Uniforms and jackets are non-refundable once submitted to the supplier.
- Size exchanges may be accommodated based on availability if items are unused and in original condition.
- Lost competitive accessories (e.g. bows) must be replaced at the athlete's expense via our Pro Shop.

Special Events & Workshops

Fees for special events (e.g. showcases, banquets, clinics) are non-refundable unless the event is cancelled by Legacy Elite.



Legacy Elite Competitive Program Attendance & Conduct Policies

Competitive Program Attendance Policy

Being part of a Legacy Elite competitive team is a commitment. Cheerleading is a team sport that relies on every athlete being present—both physically and mentally—for training and performances. Regular attendance is critical for skill progression, team trust, and routine consistency.

Attendance Expectations

- Athletes must arrive on time and fully prepared for all practices.
- All absences must be submitted through the absence form and must fall under valid excused reasons (e.g. illness, injury, family emergency).
- Scheduled competitive breaks and gym closure dates are listed in the season Information Package. Families are encouraged to plan vacations during these breaks.
- Athletes are expected to attend all scheduled competitions. Conflicts must be disclosed during placements.

Prioritization of Commitments

- Your Legacy Elite team must be treated as your primary extracurricular activity. Academic demands should be managed through time planning. Schoolwork is not considered a valid excuse for missing practices.
- Parents: Please do not withhold practices as punishment. This negatively impacts the entire team.
- Consequences of Repeated Absences
- Repeated absences (4 or more in one season) or an athlete's inability to fully participate in practices may result in:
 - The athlete's role being substituted
 - Possible removal from the team

Injuries

Injured athletes are expected to attend practice and participate in modified conditioning or flexibility training as directed by their coaches. They are also expected to stay engaged with choreography, learning, and team development.



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Final Four Policy

The last four practices before any competition—typically over a two-week period—are mandatory. Missing any Final Four practice or a competition within that timeframe may result in the athlete's position being altered or replaced.

This policy ensures team preparedness, consistency, and respect for teammates' shared commitment.

Inclement Weather Policy

Legacy Elite monitors local weather to ensure safe travel conditions. Gym closure decisions will be made by 3:00 PM on weekdays and announced via BAND, email, and social media.

Practices cancelled due to weather will not typically be rescheduled, unless at the discretion of the coach.

We understand conditions may vary by region; safety comes first.

Code of Conduct for Athletes & Parents

At Legacy Elite, we lead with respect, teamwork, and positivity. All athletes, parents, and coaches are expected to represent the gym and the sport with pride and integrity.

General Conduct Expectations

All members must:

- Treat athletes, coaches, judges, parents, and guests with respect.
- Follow all sportsmanship and respectful conduct standards as outlined by Cheer Canada and Legacy Elite.
- Avoid any form of unsportsmanlike, aggressive, or disrespectful behavior, both in person and online.

Understand that violations may result in dismissal from the program without refund.

Social Media Policy

Athletes and families must not post:

- Negative or harmful comments about Legacy Elite, its athletes, staff, or other programs.
- Any content involving drugs, alcohol, discriminatory language, bullying, or harassment.
- Routine content (videos or choreography) without coach permission.
- Any imagery that reflects poorly on the gym or contradicts our values.



Legacy Elite Competitive Program Attendance & Conduct Policies

Competition and Travel Etiquette

At competitions, all athletes and families must:

- Complete any required waivers or forms for events.
- Represent Legacy Elite with professionalism and positivity.
- Be respectful of other athletes, spectators, and judges.
- Follow event rules and refrain from excessive noise-making or disruptive behavior.
- Adhere to dress codes including performance hair, makeup, and uniforms.
- Understand that if a rostered athlete cannot perform but is present, the performing athlete will receive any medals or awards.

Any athlete who violates travel or behavior policies may be sent home at the parent's expense.

General Gym Rules

- Athletes must have completed waivers, emergency contacts, and medical disclosure on file.
- Athletes must wait in the lobby until practice begins and use equipment only with coach supervision.
- Only athletes and coaches are permitted on the gym floor. Siblings, family, and friends must stay in the lobby.
- No food, drink (except water), or gum is allowed in the training area.
- All belongings should be labeled. Legacy Elite is not responsible for lost or stolen items.
- Athletes must wear:
 - Legacy-approved athletic gear
 - Clean, indoor cheer shoes
 - Hair tied back, no jewelry, and nails trimmed to a safe length
- Phones must remain in athletes' bags unless permission is given by a coach.
- All injuries, concerns, or discomfort should be reported to a coach promptly.

Only Legacy Elite-certified coaches may spot tumbling.



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Communication Policy

We value open, respectful, and solution-focused communication.

Legacy Elite uses BAND as the official communication app for competitive teams. Each family must have at least one parent with BAND installed and notifications enabled.

- For team-related questions, please connect with other team parents or your athlete's coach.
- For financial, policy, or administrative inquiries, contact: info@legacyelitecheer.ca

Please allow up to 48 hours for a response. Coaches have the right to disconnect during personal time and weekends.

Branding Policy

Legacy Elite branding (name, logo, slogans, and team names) may not be used for personal merchandise, fundraising, or promotional materials without written permission.

This includes:

- Creating personal apparel or accessories using Legacy branding
- Replicating designs or slogans from team gear
- Using Legacy imagery for outside fundraising or promotional purposes

Official Legacy gear can be purchased through our Pro Shop and online store.

