



# Mad Science Group

## Virtual After-School Programs

### Refund Policy

- Mad Science reserves the right to cancel or reschedule any program and/or virtual class due to inevitable reasons such as insufficient registrations or circumstances beyond its control. In this event, we will make every effort to notify you in advance of such changes 24 hours prior to the start time of the class, and we shall reschedule your program by providing you with alternative timeslots, if applicable.
- Should a conflict arise or if the rescheduling of the program cannot be accomplished, we will offer you a prorated credit to a future program.
- In the event you wish to cancel your child's registration to the program, you must notify Mad Science about the cancellation of your registration at least 48 hours prior to the event start date and time, by sending an email to [CustomerCare@madscience.org](mailto:CustomerCare@madscience.org). In such an event, a refund will be processed, minus an administrative fee of \$20 USD. If you fail to cancel the registration to the program within the above-mentioned timeframe, or if you miss the first session, no refund shall be made.
- After attending the first virtual class, if your child does not wish to continue in Mad Science, simply reach out to our Customer Care team prior to the date of your second scheduled virtual class and we will issue you a prorated refund (less a \$20 USD processing fee). Once your child attends the second class, refunds will not be issued for any reason.