

FLY Policies

What is FLY's Refund Policy?

FLY refunds 100% of tuition if requested two weeks before the first day of your registered class session or within 48-hours of all tuition purchases, and a 50% refund, if requested before the second week of your registered class. Deposits and any tuition paid, will be fully refunded if your student is on a waitlist and does not get into a proposed class session. Due to our small class size, there are NO refunds after the second week of the registered class session.

For specific refund details please see the applicable registration period:

- **Pre-Registration** (April 15 – June 30) & **Early Registration** (July 1 - August 31):
The \$25 deposit will be fully refunded if registration is not completed by October 1st.
- **Registration** (September 1 – Second week of the purposed class session): In addition to the above-mentioned refund policy, Class sessions are subject to cancellation if there are not enough students registered at the close of registration. If a class session is cancelled, all families will be refunded 100%.

FLY does not refund the cost of CDs or books, once delivered, due to the nature of these products.

Is class time made-up if the school or a FLY class is cancelled?

If a FLY class must be cancelled, we will add another class to the end of the session schedule to make up the lost time. We will contact you via email only, for cancellations with more than a 48-hour notice. For cancellations within 48-hours of a class, we will make every attempt to contact you and the school by phone and email with the contact information provided upon registration. FLY follows up with a revised calendar via email. The following are possible examples of a class cancellation:

- Emergency late start – No morning class
- Emergency early closure – No afternoon class
- Emergency school closure – ALL FLY classes at the school, cancelled
- Emergency Teacher absence – Scheduled class will be cancelled
- Scheduled no school day – No class is scheduled
- Half Days – No afternoon class is scheduled

*Note: If you find that a FLY class is scheduled on a non-school day or half day, please let us know. There are never FLY classes on non-school days and no afternoon classes on half days.