



Rootead Enrichment Center Refund Policy

This refund policy covers class cancellations and refunds for registered students. By registering for classes, you indicate that you have read and understand this policy.

Weather-Related Cancellations:

We may sometimes choose to cancel classes if severe weather makes attendance unsafe for students or instructors. If this happens, we will notify you by phone or email. You will receive a full refund or credit toward an upcoming class if we cancel due to weather.

Illness and Health-Related Cancellations:

If an instructor is ill and unable to teach as scheduled, we may bring in a substitute or cancel the class. If a class is canceled due to instructor illness, we will notify you by phone or email. You may choose to receive a refund or credit toward an upcoming class if we cancel due to instructor illness.

Insufficient Enrollment:

If a class does not meet the minimum enrollment required to run effectively, we may have to cancel or reschedule it. Participants will have the option to transfer to another class, receive a credit, or request a full refund.

Personal Cancellations:

If you cannot attend a class, you must notify us 7 days before the class start date to request a refund. An administrative fee of 20% will be deducted from the refund amount. If you cancel fewer than 7 days in advance, you will not be eligible for a refund.

No-Shows or Missed Classes:

Refunds will not be provided for no-shows or missed classes without prior notification.



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Refunds Requests and Processing:

You must submit refund requests by email to info@rootead.org, or calling our office at (269) 720-9200. Refunds will be processed within 14 business days after we receive the request. If you paid by credit card or online payment system, the refund will be issued back to the original payment method. If you paid by cash or check, refunds will be provided by check.

All refunds will be less processing fees and any donation that was made with the payment.

Please contact info@rootead.org for any questions or concerns related to our refund policy.

Merchandise

There are no refunds for merchandise (clothing, earrings, teas, etc.).