



April 3, 2020

AdventHealth Center Ice

Refund/Reimbursement Policy

In the wake of the COVID-19 pandemic there have been many program/event disruptions. We recognize the uncertainty an open-ended activity suspension (like the one we are currently experiencing) can cause.

The following is our current refund/reimbursement policy as well as a link to the form used to submit those requests. Please read and understand what is listed below and where your specific issue fits in.

Parties/Events:

If your party or event has been disrupted by the closure AND you DO NOT wish to reschedule, please fill out the form below. After we verify the information provided, a refund or account credit will be issued in the full amount of your deposit/payment-to-date.

If your party or event has been disrupted by the closure AND you DO wish to reschedule, please email your Events Contact and they will be more than happy to assist you.

Programs:

Learn to Skate: Learn to skate will resume when we re-open. There will be no lost sessions or lessons – the series will run to completion. As such, the standard [Learn to Skate Refund Policy](#) applies. Please email us with any questions.

Rec Hockey: Rec Hockey will resume once we reopen. There will be no lost games or practices – the league will run to completion. As such, the standard Rec Hockey refund policy applies. Please email us with any questions.

Adult League: Adult League will resume once we reopen. There will be no lost games or practices – the league will run to completion. As such, the standard Adult League refund policy applies. Please email us with any questions.

Clinics: We have not cancelled any clinics. No refunds are currently being considered for clinics until their new start dates are announced.

[Refund Request Form](#)

We appreciate you,

Gordie Zimmermann
info@ahcenterice.com