



## Spring 2020 Cancelled – Credit/Refund

### Spring 2020 Cancelled

- All TFTSV Classes & Other Programs (except Ace) are CANCELLED through Friday 5/29.

### Credits for Future 2020 TFTSV Seasons

- All spring participants may receive a 100% refund of their paid, spring fee (for the eight cancelled classes) when they register for another 2020 class. In other words, spring credits will be issued as refunds after you pay the normal amount for the summer or any future 2020 season. (This will help TFTSV with cash flow. Also, unfortunately, our national FT registration system does not allow to issue credits on accounts.)
- TFTSV has a spreadsheet indicating how much you paid in the spring. We will use this list to issue refunds as soon as your next 2020 registration is completed and paid for.
- If you have questions, concerns, or would like to know how much you paid, please call us at 408-288-2934 or email [reg@tftsv.org](mailto:reg@tftsv.org)

### Summer Registration

- We are anticipating (not official) that our summer season will proceed as usual. We will confirm this by 6pm on Tuesday 5/5.
- Spring 2020 participants may register early during a special 1-week window from Wednesday 5/6 at 10am to Tuesday 5/12 at midnight.
- Summer registration will open for everyone else on Wednesday 5/13 at 10am.
- This will be a very challenging year financially and otherwise for TFTSV and all of us. We would be grateful for families to donate their refund to support TFTSV. You will be asked the following question during registration:

Please select how you would like us to process your refund from Spring 2020:

- Accept my full refund as a donation during this challenging, financial time for TFTSV.
- Accept 75% of my refund as a donation during this challenging, financial time for TFTSV.
- Accept 50% of my refund as a donation during this challenging, financial time for TFTSV.
- Accept 25% of my refund as a donation during this challenging, financial time for TFTSV.
- Accept \$20 of my refund as a donation during this challenging, financial time for TFTSV.
- Issue me a full refund after I have completed this 2020 registration.
- I did not receive a credit as I was not registered for the 2020 Spring Season.



### **New Policies & Procedures** (View on Participant Private Page)

- Sibling discounts may now be requested like any other financial aid request and will not be automatic.
- A late fee of 25% will be applied for registrations after the registration deadline (this does not apply to waitlisted participants being placed in class by staff).
- A full refund will be applied if the cancellation is made on or before the registration deadline date. For example, a full refund will be applied if cancelled on or before 6/2 for the summer season.
- No refunds will be given for cancellations occurring after the registration deadline. For example, no refund will be given after 6/2 for the summer season.