

SheShreds Cancellation Policy

Participant triggered cancellation:

Winter Shredders Cancellation Policy:

100% refund within 3 days of purchase, 50% refund before Jan 31st 2023, no refunds after Jan 31st 2023. After Jan 31st 2023, if you miss 3 weeks in a row, we will contact you and see if you would like to keep your membership or are willing to give up your spot to someone else (no refund). If government restrictions dictate that the Winter Shredders program must be halted for more than 30 days prior to Feb 28th 2023, a 35% refund will be offered to all members. If government restrictions dictate that the Winter Shredders program must be halted for more than 30 days after Feb 28th 2023, no refund will be offered. In either of the government restrictions listed above, SheShreds MTB weekly programming may be terminated for the season. No refund will be offered in case of a weather cancellation or if trail conditions are too icy.

Bike School Cancellation Policy:

For the Spring Session: 100% refund within 5 days of purchase, 50% refund before May 31st 2023, no refunds after May 31st 2023. Missing the first two rides for the Spring Session (May 2nd and May 9th 2023) a makeup private lesson is highly recommended at your own cost prior to May 31st 2023, a 30% refund can be offered if you wish to not continue, due to missing fundamental lessons and unable to make them up. After May 31st 2022, if you miss 4 weeks in a row, we will contact you and see if you would like to keep your membership or are willing to give up your spot to someone else (no refund).

For the Summer Session: 100% refund within 5 days of purchase, 50% refund before August 5th 2023, no refunds after August 5th 2023. Missing the first two rides for the Summer Session (July 18th and July 25th 2023) a makeup private lesson is highly recommended at your own cost prior to August 11th 2023. After August 12th 2022, if you miss 4 weeks in a row, we will contact you and see if you would like to keep your membership or are willing to give up your spot to someone else (no refund).

If government restrictions dictate that the Bike School spring program must be halted for more than 30 days prior to June 30th 2023 (August 11th 2023 for Summer session), a 45% refund will be offered to all members. If government restrictions dictate that the Bike School program must be halted for more than 30 days after June 30th 2023 (August 11th 2023 for Summer session), no refund will be offered. In either of the government restrictions listed above, SheShreds weekly programming may be terminated for the season. No refunds will be offered in case of a weather cancellation or if the lesson is stopped due to lightning or weather.

Shredders Cancellation Policy:

100% refund within 5 days of purchase, 50% refund before May 31st 2023, no refunds after May 31st 2023. After May 31st 2023, if you miss 4 weeks in a row, we will contact you and see if you would like to keep your membership or are willing to give up your spot to someone else (no refund). If government restrictions dictate that the Shredders program must be halted for more than 30 days prior to June 30th 2023, a 45% refund will be offered to all members. If government restrictions dictate that the Shredders program must be halted for more than 30 days after June 30th 2023, no refund will be offered. In either of the government restrictions listed above, SheShreds weekly programming may be terminated for the season. No refunds will be offered in case of a weather cancellation or if the lesson is stopped due to lightning or weather.

SheShreds Cancellation Policy

Private / Family Lesson Cancellation Policy:

A 50% refund will be offered in the case of a weather cancellation. One re-schedule will be organized due to a weather cancellation. Otherwise, 100% refund within 7 days of purchase, if purchased more than 14 days ahead of the planned date. 50% refund 14 days before the planned lesson date, no refunds after 13 days prior to the planned lesson date.

Clinic (Weekend Adventures, Edmonton Clinics, Field Trips) Cancellation Policy:

A 50% refund will be offered in the case of a weather cancellation. Otherwise, 100% refund within 5 days of purchase, 50% refund 14 days before the clinic date, no refunds after 13 days prior to the planned clinic date.

SheShreds Administration triggered cancellation:

Outdoor events will be canceled 2 hours prior to the event if the weather is deemed unsafe or our actions will cause an unacceptable level of damage to the trails. If an alternate location can be sourced that will achieve the goals of the clinic and not cause damage will be considered. Any outdoor event will be canceled at any point if lightning is observed.