



Durango Devo Cancellation Policy

It's your responsibility to read and understand this cancellation policy before signing up for any Devo program, camp, trip, or event. We aim to provide a fair and straightforward policy so you know what to expect when registering for Devo programs. To cancel, submit a support request online.

1. **EARLY CANCELLATIONS:** Early cancellations must be submitted at LEAST 2 WEEKS (14 days) prior to the start of the program. Early cancellations will receive a credit OR refund of 100% of the registration fee (not including online service/processing fees).
2. **LATE CANCELLATIONS:** Any cancellation request submitted LESS THAN 2 WEEKS (14 days) prior to the start of the program is considered a late cancellation. Late cancellations will receive a credit OR refund of 50% of the registration fee (not including online service/processing fees).
3. **CANCELLATIONS AFTER THE START OF A PROGRAM:** For cancellations requested after the start of a program, Devo will provide a CREDIT of 50% of the prorated remainder of the registration fee (not including online service/processing fees). For example, if you cancel a \$100 program with half of the program remaining, you will receive a credit of \$25. No refunds OR credits will be provided for no-shows or absences. **Refunds cannot be provided after the start of a Devo program unless you have added Purchase Protection (see below).**
4. **REGISTRATION MISTAKES:** Contact us with a cancellation request within 24 hours of posting your registration and we will fully credit OR refund your registration fee (not including online service/processing fees), even if you registered within 2 weeks of a program start.
5. **TRIP SIGNUP CANCELLATIONS:** Due to the nature of planning and organizing Devo trips, **no refunds OR credits can be provided for canceling a Devo trip signup.**
6. **INJURY/ILLNESS:** The policies above apply even if the cancellation is due to an unexpected injury or illness. As a result, Devo also offers a Purchase Protection plan that will cover your registration fee in the event of accidental, unplanned injury or illness. Visit durangodevo.com/policies/ to learn more about Purchase Protection and file a claim.
7. **ALTERATIONS OR CANCELLATIONS BY DEVO:** Devo reserves the right to modify or cancel any program at any time for any reason. Devo will always provide ONE (1) makeup practice for cancellations due to extreme weather. Devo will provide a refund of 100% of the registration fee (not including online service/processing fees) for any cancellation by Devo made before the program start date, and CREDIT for the prorated remainder of the fee for cancellations made after the program start date.
8. **REFUND/CREDIT INFORMATION:** **Refund and credit amounts are calculated based on the total amount owed on a payment installment plan, not the amount previously paid.** Credits may be used for any family member registered on the same account. Credits are not transferable between accounts. We ask that credits be utilized within 12 months of the credit date. You may request that a credit be extended if you are unable to utilize a credit within that time. Refunds can only be issued to the original payment method or by check. **Refunds cannot be provided after the start of a program, or more than 90 days after the original purchase date.**