

VOYAGERS UNIVERSE™

A Program of MG9 Group LLC

NO REFUNDS POLICY

Effective Date: April 22, 2026

voyagersuniverse.com

1. Policy Overview

Voyagers Universe, operated by MG9 Group LLC, maintains a **No Refunds** policy on all fees and tuition payments except as specifically described below. By completing our Student Enrollment Agreement and submitting payment, you acknowledge and agree to the terms of this policy.

2. Non-Refundable Fees

2.1 Registration Fee (\$50)

The one-time registration fee is non-refundable under any circumstances. This fee covers administrative processing, student portfolio setup, onboarding materials, and system account creation.

2.2 Monthly Tuition

Monthly tuition payments are non-refundable after the 5th of the billing month. If you wish to cancel or withdraw, you must provide written notice before the 5th of the current billing month to avoid being charged for that month.

2.3 Technology Fee (\$75/semester)

The semester technology fee is non-refundable once the semester has begun. This fee covers software licenses, cloud storage allocations, and editing platform access provisioned at the start of the semester.

2.4 Materials Fee (\$50/semester)

The semester materials fee is non-refundable once the semester has begun. This fee covers consumable supplies and project materials purchased and allocated for your student.

2.5 Conduct-Related Removal

No tuition or fee refunds are issued when a student is removed from the program due to violations of the Code of Conduct, including but not limited to: repeated behavioral infractions, bullying, equipment misuse, or conduct endangering the safety of participants or staff.

3. Exceptions – Limited Refund Circumstances

3.1 Tuition Refund Before the 5th

If written cancellation or withdrawal notice is received before the 5th of the current billing month, the current month's tuition payment will be refunded in full.

3.2 Semester and Annual Prepayments

If a family has paid tuition in advance (semester lump sum or annual prepay), a prorated refund will be issued for the unused portion of the term, minus a \$50 administrative processing fee. Prorated refunds are calculated based on the number of full weeks remaining in the term from the date written notice is received.

3.3 Equipment Deposit (\$200 – Drone Crew Only)

The equipment deposit is fully refundable at the end of enrollment provided all program equipment is returned in good working condition. If equipment is damaged, repair costs will be deducted from the deposit. If repair costs exceed the deposit amount, the family is responsible for the remaining balance.

3.4 Program Cancellation by Voyagers Universe

In the rare event that Voyagers Universe cancels a program track or discontinues operations, enrolled families will receive a full prorated refund for all unused sessions and prepaid fees.

3.5 Community Education Block Programs

Refunds for programs offered through school district Community Education catalogs (e.g., Methacton, Perkiomen Valley) follow the host district's refund policy, not this policy.

4. How to Request a Refund (When Eligible)

To request a refund under the eligible circumstances above:

1. Send written notice via email to **mjgblaze04@gmail.com**.
 2. Include your full name, student's name, enrolled track(s), and reason for the request.
 3. Refund requests are processed within **10 business days** of receipt.
 4. Approved refunds are returned to the original payment method (Stripe ACH or credit/debit card).
 5. You will receive email confirmation when your refund has been processed.
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5. Missed Sessions and Absences

Tuition is billed monthly regardless of attendance. No refunds, credits, or make-up guarantees are provided for missed sessions due to student absence, family travel, illness, or other personal reasons. Students may attend a designated open lab make-up session within two weeks of a missed session, subject to availability (maximum 2 make-up sessions per semester).

6. Weather and Emergency Cancellations

Sessions cancelled by Voyagers Universe due to severe weather, facility emergencies, or instructor illness will be rescheduled or credited to the following billing cycle. These cancellations do not trigger refunds but are made whole through rescheduling or billing credit.

7. Late Payment and Collections

Tuition not received by the 5th of the month incurs a **\$15 late fee**. Accounts more than 30 days past due may result in suspension from sessions. Accounts more than 60 days past due may result in removal from the program and referral to collections. Late fees and collection costs are non-refundable.

8. Acknowledgment

By completing the Voyagers Universe Student Enrollment Agreement and submitting payment, you confirm that you have read, understand, and agree to this No Refunds Policy.

9. Contact

Questions about this policy may be directed to:

Voyagers Universe | MG9 Group LLC

Email: mjgblaze04@gmail.com

Website: voyagersuniverse.com

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