



Bike Intensive Registration, Cancellation & Refund Policy

Our Bike Intensive is a highly individualized program with limited enrollment. To provide each rider with the best experience possible, instructor time, lesson schedules, and program resources are reserved specifically for your child.

The Bike Fit: The First Step of the Program

The Bike Fit is considered the beginning of your child's Bike Intensive program. During the Bike Fit, our team evaluates your child's current riding skills, assesses bicycle fit and safety, makes necessary adjustments, provides individualized recommendations, and may assign home activities designed to support progress before lessons begin.

In some cases, children make significant progress from the Bike Fit recommendations and home practice activities alone. The Bike Fit provides individualized instruction and guidance that families can begin implementing immediately.

The Bike Fit has a value of \$75 and is non-refundable once completed.

More Than 30 Days Before the Scheduled Bike Fit

- Full refund of program fees.
- If the Bike Fit has already been completed, the \$75 Bike Fit fee will be retained.

14-29 Days Before the Scheduled Bike Fit

- 50% refund of program fees.
- If the Bike Fit has already been completed, the \$75 Bike Fit fee will be retained.

13 Days or Less Before the Scheduled Bike Fit

- No refunds will be issued.
- At this point, staffing, scheduling, and program planning have been finalized, and we are typically unable to fill the reserved spot on short notice.

After the Bike Fit Has Been Completed

- The Bike Fit is considered the start of the Bike Intensive program.
- No refunds will be issued once the Bike Fit has been completed.

Missed Lessons

- Refunds are not available for missed lessons, late arrivals, or no-shows.
- Makeup lessons may be offered when instructor availability permits but are not guaranteed.

Extenuating Circumstances

- Medical emergencies, injuries, or other unforeseen circumstances may be reviewed on a case-by-case basis at MOCO's discretion.

Additional Program Information

Please review our [Bike Intensive Inclement Weather Policy](#) for weather-related cancellations and rescheduling.

Questions about riding outcomes? Please review [What if my child is not riding in five days?](#)