

Swim Lesson Cancellation and Refund Policy

Please plan your schedule carefully in order to keep transfers and cancellations to a minimum- A \$5.00 fee will be charged when withdrawing from an activity. A \$5.00 processing fee will also be charged for any refunds back to a credit card. Make-up lessons are not available if your child is absent. When requesting to withdraw, the following options are available:

3 or more business days prior to the start date:

- Transfer to another activity, plus a \$5 transfer fee
- Withdraw and receive a credit to your account or receive a refund, less a \$5 processing fee.
- Credits are valid for one year

2 or less business days prior to the start date:

- No refunds back to cards available
- Transfer to another activity, plus a \$5 transfer fee.
- If the space can be filled from a waitlist, the account with Santa Cruz County Parks may receive a credit; or one can receive a refund, less a \$5 processing fee.

If the class or program has already started:

If the participant has attended only one or two class meetings, a pro-rated credit or refund may be issued, with \$5 processing fee. **Credits and Refunds are not available once a class has met three times; or if a participant fails to attend a program.**

Junior & Little Guards and Camp Cancellation and Refund Policy

More than 3 weeks prior to start of the program a \$50 cancellation fee

Less than 3 weeks prior to start of program 50% cancellation fee. After the 2nd day of the program refunds or credits will not be given.