

Aquatic Program Cancellation Policy

(Staff Lessons, Noodle Ball, Junior Guard Clinic, Water Warriors)

- * Make-up classes, credits or refunds are not available if a participant is absent.
- * Credits/refunds when withdrawing from a session are available up until the 2nd date that a class meets. Once a class has met two times, credits or refunds will not be issued.
- * A \$5 fee applies to each withdrawal request for account credits. A \$10 fee applies to each withdrawal request for credit card refunds.
- * Account Credits are valid for 1 year from date issued
- * Participants who do not successfully pass the swim test are eligible for a refund, minus the withdrawal fee. All participants are required to attempt the swim test. (If applicable)
- * Cancellations must be communicated to the swim lesson line at 454-7953 and/or by writing to swimcenter@scparks.com.

Private Contractor Swim Lessons Cancellation Policy

- * There are no credits or refunds for missed lessons.
- * Credits/refunds will only be given at 24-hour notice. No refunds/credits will be given with less than 24-hour notice.
- * A \$5 fee applies to each withdrawal request for account credits. A \$10 fee applies to each withdrawal request for credit card refunds.
- * Cancellations must be communicated to the swim lesson line at 454-7953 and/or by writing to swimcenter@scparks.com.

Junior/Little Guard Cancellation Policy

- * There are no credits/refunds for missed days in the session.
- * More than 3 weeks prior to the start of the program: a \$50.00 cancellation fee will apply.
- * Less than 3 weeks prior to the start of the program: a 50% cancellation fee will apply.
- * After the 2nd day of the program, refunds or credits will not be given.
- * There will be no refunds or credits for participants suspended or removed from the program for disciplinary reasons.
- ** Participants who do not successfully pass the swim test are eligible for a refund, minus the \$50 fee. All participants are required to attempt the swim test.
- * Credit card refunds are subject to a \$10 processing fee
- * Cancellations must be communicated to the swim lesson line at 454-7953 and/or by writing to swimcenter@scparks.com.