

# Private / Semi- Private Swim Lesson Policies

## Payment Policy

- Payment must be made in full before the 1<sup>st</sup> lesson

## Cancellation Policy

- Cancellations must be made at least 24 hours in advance (unless a written medical note is provided prior to or at the next lesson). If you cancel inside 24 hours or without any prior notification that lesson will be forfeited.
- Cancellation must be made by contacting the Aquatics Director or the Aquatics Admin Assistant by phone or email
- In case of an emergency, such as severe illness or a family emergency, please immediately contact the Aquatics Director or the Aquatics Admin Assistant by email and phone.
- A cancelled lesson may be re-scheduled based on the availability of the instructor.
- If a lesson is canceled due to an instructor not being available or to a facility issue/closing, you will not be charged for that lesson

## Time Completion Requirement Policy

- Private and semi-private lesson packages must be completed with the following preset time period from the date of the first lesson
  - 6 weeks for a five lesson package
  - 12 weeks for a ten lesson package
  - 24 weeks for a twenty lesson package
- After the preset time period, any unused lessons will expire unless written approval is given by the aquatics director to keep them
- Semi private lessons will follow the same procedure as private lessons. If one of the semi-private students attends, then it is counted as a completed lesson and the student missing the lesson is **NOT** credited with another lesson.
- There will be no refund or credit for any unused lessons

## Tardiness Policy

- Please plan on arriving 10-15 minutes early to allow your child time to stop by the bathroom, get changed and get their equipment ready before the lessons begin
- Lessons will begin and end promptly as scheduled
- If you arrive late please do not expect the lesson to go beyond the scheduled end time.