



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Group Swim Lesson Cancellation Policies

REFUND/CANCELLATION POLICY:

- We guarantee 3 out of 4 lessons. Classes that have met for at least 15 minutes may not be made up.
- The YMCA reserves the right to combine classes if there is insufficient enrollment, or cancel classes if combining is not an option. In the event the YMCA cancels a class, a full refund or YMCA credit will be given. YMCA credits are good for one year from the date of issue and may be used for any fee-based YMCA program.
- We will fully refund your swim lesson fees if your request is **PRIOR** to the start date of the class.
- Registration cancellations on the program start date or after the start date of the program may be eligible for a YMCA credit for the cost of the total remaining classes in the program session based on circumstances. These cancellations are considered on a case-by-case basis. Please speak with the program's director for more information/special accommodations.
- If a class or classes in a program are cancelled by the YMCA, a make-up class will be offered to ensure the total classes promised have been offered. In the case that we are unable to fulfill the 3 out of 4 lessons, you will receive a credit for the classes that were cancelled.
- Please check your schedule for possible conflicts before committing to a session. We don't do individual makeups due to personal conflicts.
- Our goal is to determine cancellation due to inclement weather at least 15 minutes prior to each lesson. Because classes can be held after the storm passes through we do not cancel the entire morning or evening schedules. The pool will close if we: see lightning, hear thunder or if fog hinders our visibility of the pool.