

PROGRAM REFUND PROCEDURE

Program cancelled by us

Full credit, refund or transfer

Class cancelled by us

Credit on account provided
(refund available if requested)

Refunds will be made in the original form of payment where possible. Alternatively, a cheque can be issued.
All refunds will be issued to the main family contact unless otherwise requested.

If you withdraw or transfer prior to the start of the first class

Full amount will be credited or refunded including material fees
(not subject to the admin fee).

If you transfer after the start of the first class prior to the start of the 3rd class

From one class to another are not subject to the \$5 dollar admin fee.

No registrations or transfers into aquatic classes after the second lesson ends.

If you withdraw after the start of the first class prior to the start of the 3rd class

Prorated registration amount will be credited or refunded and is subject to the \$5 admin fee *(material fees will not be refunded).*

After the start of the 3rd class

No credits, refunds, transfers or gift card

After the start of 3rd class
(Medical note provided)

Prorated amount will be credited or refunded and is not subject to the admin fee. Material fees will not be refunded.

Cheque payment will be refunded approximately within 15 business days from clearing our system.

You may request a credit to your account. This credit will remain on your account for 12 months and can be applied to any of our services.