



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

SAFE SWIMMING SAVES LIVES

Group Swim Lessons Coppell Family YMCA

- **Refund policy:** Any refund requests will be reviewed by the Aquatics Administration. Refund policies are as follows:
 - If a refund is requested:
 - 7 days or less of class start date - no refund.
 - 8-14 days of class start date - 50% refund, \$10 processing fee.
 - 15-21 days of class start date - 75% refund, \$10 processing fee.
 - 22-30+ days of class start date - 100% refund, \$10 processing fee

*All ONLINE registrations are held to this policy.
- **Pool closures/Lesson Cancellations:** For your safety the pool may be closed, and lessons cancelled when there is a thunderstorm. Our policy is to clear the pool when lightning is within 6 miles and thunder is heard. The pool will remain closed 30 minutes from the last sighting.
 - If classes are cancelled over 30 minutes prior to the start of class, participants will be called or emailed to be informed.
 - If classes are cancelled less than 30 minutes before the start of class, notification may not be possible.
- **Make-up Lessons:** Make-up classes will only occur if the YMCA cancels the weekday lessons only. There will only be one make-up class per session. No credit will be issued for any missed or cancelled classes.
 - No make ups will be held for personal schedule reasons, if your child is sick and cannot attend for any reason.
 - Make up lessons will be held on Friday of that week, at the original class time.
 - **No make ups will be held for Saturday lessons.**
- **Instructor Requests:** No instructor requests for group lessons will be accepted.
- **Cancelled/Combined Classes:** Classes may be combined with another class of an appropriate level or cancelled if enrollment is low.

If you have any questions or concerns, please contact the following **Aquatic Staff:**

Melissa Murray
Aquatics Director
mmurray@ymcadallas.org