



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# SAFE SWIMMING

## SAVES LIVES

### Group Swim Lessons

- **Refund policy:** Any refund requests will be reviewed by the Aquatics Administration. Refund policies are as follows:
    - If a refund I 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/or 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 Aquatic Staff.**