



## Excel Swim School Policies

- 1) Procedures are in place to ensure the safety and comfort of all swimmers, caregivers & staff at our programs and facilities during the ongoing pandemic, refusal of cooperation in those procedures will result in a termination of services and forfeit of fees.
- 2) Program schedule is subject to cancellation or change due to low enrollment or pool maintenance difficulties. In such cases, Swimmer may choose to have Program Fee refunded or registration carried forward to a future session (in current swim year).
- 3) Maximum effort will be made for your first choice of time. Enrollment is subject to a FIRST COME FIRST SERVE (with payment made in full) basis. Please mark second choice down.
- 4) Due to difficulties in re-scheduling, we maintain a “NO MAKE UP CLASS” policy.
- 5) Should you register and then decide to withdraw or reschedule for a different session, the following charges will apply:
  - i) A \$30 administration charge will be assessed on ALL WITHDRAWALS/RESCHEDULES regardless of when the request is made.
  - ii) If request is made more than 14 days before the first class, the amount refunded or credited will be the full amount minus the administration charge.
  - iii) Requests made inside of 14 days up till 48 hours before the first class will be refunded or credited half of the amount minus the administration charge.
  - iv) There will be NO amount refunded or credited for requests made less than 48 hours before the start of a session has begun.