

AQUATICS REGISTRATION/MAKEUP/REFUND POLICY

Group Swim Classes

Registration will continue throughout the session. Late registrations are prorated as follows:

<u>Late Registration Date</u>	<u>Prorated Cost</u>
Week 2	95% of registration fee
Week 3	90% of registration fee
Week 4	85% of registration fee
Week 5	80% of registration fee
Week 6 and beyond	75% of registration fee

Cancellations within the first 3 classes of a session will be issued an SJCC credit for the remaining classes, less a \$25 cancellation fee.

A positive group dynamic is essential for a successful swim lesson experience.

We will make every effort to accommodate requests for a change to a different class prior to the beginning of each session, pending availability. Once the session has begun, these requests will be considered on a case by case basis and may be subject to an administrative fee.

SJCC is not in a position to issue refunds or credits in the case of a missed class. If a class has to be cancelled by the SJCC, the SJCC will, at its discretion, reschedule the class, offer a refund, or SJCC credit.

Private and Semi-Private Lessons

Private and Semi-Private Lessons can be purchased in packages of 1, 5, or 10 lessons. Instructors are assigned and lessons will be scheduled only after packages are purchased (both parties must have current packages before Semi-Private lessons are assigned and scheduled).

You will be notified before the last lesson in your package has been redeemed so that you can purchase a new package and keep your assigned instructor and time. We cannot ensure that your place or instructor will be available if you do not purchase a new package before the previous package is fully redeemed.

Semi-Private lessons count as a lesson for both parties whether one or both parties are present.

24 hours' notice is required to cancel a Private or Semi-Private lesson. Lessons cancelled with less than 24 hours' notice (or a "no-show") will be counted as a redeemed lesson from your current package. Semi-Private lessons will only be considered "cancelled" if both parties cancel.