



Policy Explanation & Acknowledgment

Make-up Lessons

Because our instructor's schedule is fully-booked in advance, make-up lessons are offered only in the event a lesson is missed due to inclement weather.

Inclement Weather

You will receive an inclement weather phone call if your instructor determines that your swim lesson cannot be safely conducted at its scheduled time. Your instructor will make every reasonable effort to re-schedule your lesson in the event this occurs. Otherwise, we will provide a full refund or credit.

Following is the process your instructor will follow in the event inclement weather is threatening the safety of your scheduled lesson:

- In-progress lessons are stopped immediately in the event of thunder/ lightning
- Scheduled lessons are cancelled until the inclement weather has subsided
- Lessons will continue at their scheduled times after 30 minutes has passed (since the most recent thunder/lightning)
- Lessons will not be conducted in heavy rain or dangerous winds
- Your instructor will contact you via phone to notify you if your lesson has been cancelled due to inclement weather
- If for some reason we have not been able to reach you via phone, and serious inclement weather is occurring, please consider safety as your first priority and notify us that you are not attending your lesson.

Changes/Cancellations

A "session" consists of a set of lessons during the same week. Except for the specific inclement weather exceptions noted above:

- Lesson make-ups will not be offered
- One or more lessons within your scheduled "session" cannot be cancelled, changed or re-scheduled.

To cancel a scheduled "session", we require notice of 14 days prior to your scheduled session start date via e-mail to friscoswim@yahoo.com. There is a re-booking fee of up to \$10.00 per session.

Following is our policy regarding cancellations without a 14-day notice:

- The minimum cancellation fee not to exceed \$35.00 per session will be charged if FriscoSwim is able to re-book your session due to a late cancellation.
- A per-session cancellation charge not to exceed 50% of the session price will be charged if FriscoSwim is able to partially re-book your session due to a late cancellation.
- A per-session cancellation charge of up to 100% of the session price will be charged if FriscoSwim is unable to re-book your session due to a late cancellation.

Payments

Payment is due 15 days following booking confirmation. Payment confirmation will be provided by FriscoSwim upon receipt of payment.

Scheduled lessons may be cancelled and re-booked by FriscoSwim in the event that payment has not been received 25 days prior to the session start date. A minimum of 2 notifications will be sent by FriscoSwim prior to cancellation/re-booking. FriscoSwim will make every reasonable effort to avoid cancellation/re-booking for late payments.

Upon request, payment schedules are available to provide up to 3 equal payments. Full payment is required prior to 25 days of the session start date.

NOTE: FriscoSwim will provide alternative payment terms for lessons booked within 40 days of the lesson start date.

Name:

Signature:

Date: