

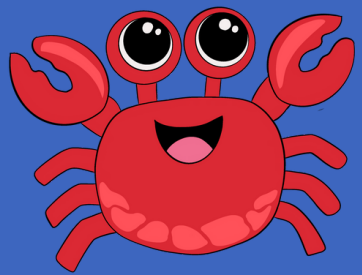
# Our O-fish-al Cancellation Policy

## Indoor locations



Swim Warriors does not "reschedule" lessons. Any time a lesson is removed from the schedule, it counts as a cancellation and the appropriate fee will be applied. Clients may schedule an alternate lesson as a replacement or make-up for the cancellation if they'd like, depending on availability.

Office staff works countless hours to build the schedules and send out openings. Rescheduled lessons cause gaps in the schedules that cannot always be filled. Please keep in mind that we offer the cheapest private lessons in the area. In order to keep our prices the same, we are strictly enforcing our cancellation policy. Cancellation fees are non-refundable.



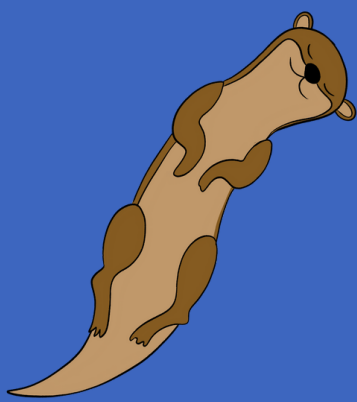
### 24 hours or less:

100% of the lesson price is owed. The client can then be issued a make-up credit to be used within 45 days.  
(See stipulations below)



### 25 hours-7 days:

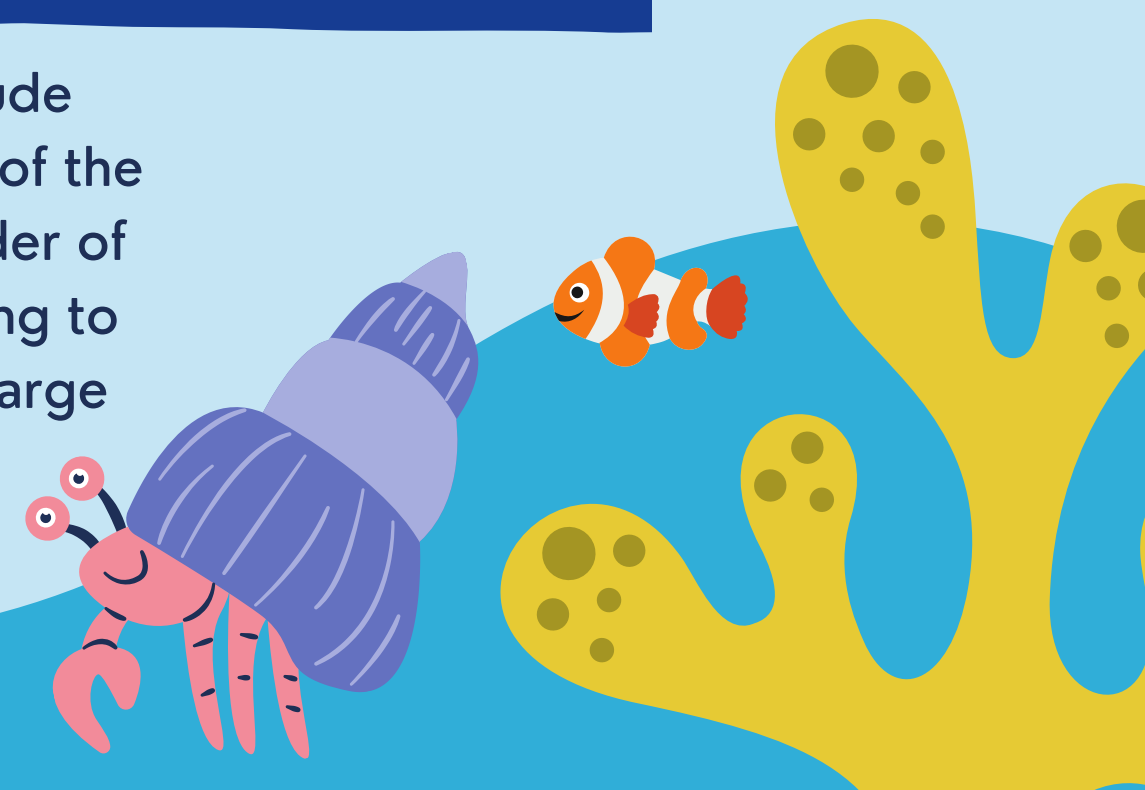
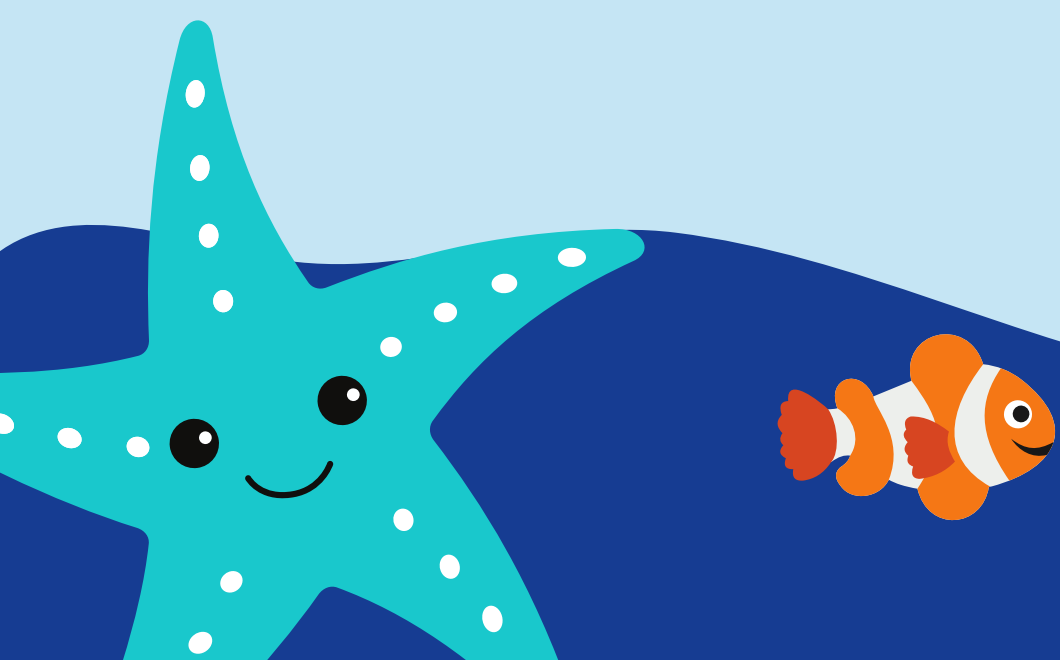
50% of the lesson is owed.



### Over 7 days:

\$5 per 30 minute lesson is owed.

Please understand that this policy does include cancelling all of your swim lessons, regardless of the reasoning. If you choose to cancel the remainder of your lessons, they will all be charged according to the policy listed above, with the maximum charge being \$150.



# Make up Credits

## Indoor Locations

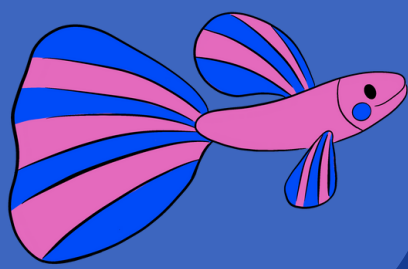
If a client cancels a lesson within 24 hours of the lesson start time, the lesson will still be charged at full price but a credit for that amount will be added to the clients account. Make-up credits must be used within 45 days of the cancellation. It is the responsibility of the client to check the weekly emails with openings and to reach out about scheduling a make-up lesson. Please understand that we are not able to guarantee a reschedule that aligns with your availability.



The limit for make up credits is 15 per calendar year. Once the limit has been reached, any lessons cancelled thereafter will be subject to cancellation fees according to the policy- no credits will be given.



If the client cancels a lesson with MORE than 24 hours notice, they may choose to pay the applicable cancellation fee, OR pay full price for the lesson and receive a make-up credit.



Credits will only be offered if we are notified at least an hour prior to the start time. If we are not notified at least an hour prior, the lesson will still be charged and no credit will be given.



If a make-up lesson is cancelled by the client, the credit is forfeited. Make-up lessons can not be rescheduled or re-issued.

