

## Swim Lesson Cancellation Policy

### **Group and Private lessons**

The schedule for group and private lessons is provided to individuals before they register and pay for classes. If an individual is unable to make one of the scheduled dates, there will not be a make-up opportunity and there will be no refund for any classes missed.

We guarantee to provide seven (7) of the eight (8) classes during a session. If the university closes for an emergency or inclement weather, every effort will be made to reschedule the class time. If the closure falls on the final day of a session, there will be no make-up offered.

### **Refunds**

Refunds will be provided only in the event of a medical emergency. All refunds must be requested from the Aquatics Coordinator.

### **Late policy**

Instructors will not stay after a scheduled lesson to make up time caused by tardiness. For example, let's say Joe has a lesson from 4:00 - 4:30. If Joe shows up at 4:10, he only receives a lesson for the remainder of the scheduled time (20min). His instructor will not stay and teach until 4:40 to give Joe a full 30 minutes. The same policy applies to group lessons.

Private lessons are cancelled if the client does not show up within the first 15 minutes of the scheduled time.

Swimmers arriving after the first 15 minutes of a group lesson will not be allowed to participate in that class.

For more information, please contact the Aquatics Coordinator at [utdaquatics@utdallas.edu](mailto:utdaquatics@utdallas.edu)