



Swim Lesson Cancellation Policy

Group lessons

The schedule for group 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.

Private lessons

It is the responsibility of the client to keep scheduled class times with their instructor. There is a 12-hour cancellation policy that is strictly enforced. If a client does not communicate cancellation with the instructor before the 12-hour cut off time, they forfeit the lesson time and will not be issued a refund. Likewise, if the instructor cancels or fails to show to a lesson, the client will not be charged for the time. All other schedule changes are left to the discretion of the instructor and the client.

The Buddy Lesson format is one instructor teaching two students together during each lesson. If one student fails to show up, the lesson will be charged as if two students were in the lesson. The buddy lesson will not be charged if both students cancel the lesson with the instructor within the 12-hour cut off time.

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 5:00 - 5:30. If Joe shows up at 5:10, he only receives a lesson for the remainder of the scheduled time (20min). His instructor will not stay and teach until 5:40 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