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## Absence Policies

**14-day notice:** If you plan on taking a vacation and don't wish to be billed for your time away, we require a two week (14 day) notice prior to the 25<sup>th</sup>. This gives us enough time to prorate your bill and take off the lessons that you will be missing. Failure to give this 14-day notice may result in being charged for lessons you won't be attending, which leads to having makeup classes.

**3-24-hour notice:** If your child is not feeling well or something has come up, we require a 24-hour notice in order to receive a makeup class. If the summer schedule reaches 100% enrollment and we cannot schedule a makeup class, you will receive a full credit on your next bill for the class missed.

**2-hour notice:** If your child is sick last-minute or something has suddenly come up, we require a 2-hour notice to receive a makeup class. If the summer schedule reaches 100% enrollment and we cannot schedule a makeup class, you will receive a credit towards your next bill for 50% of the classes worth.

**No call/no show:** If you call to cancel class after the 2-hour mark has passed or fail to be present upon arrival, you will receive no credit or makeup class. Please note that you may be charged a \$10 fee to continue classes if you are not present upon the instructor showing up.

**Monsoon Season:** If weather conditions do not permit swim lessons to occur, we will cancel classes. We reserve the right to cancel classes for lightning and heavy rain. Cloudiness is not a reason to cancel class. If classes are cancelled due to weather, you will receive a makeup class. If the summer schedule reaches 100% enrollment and we cannot schedule a makeup class, you will receive a full credit on your next bill for the class missed.

**Sick instructor/emergency:** If an instructor is sick or has a last-minute emergency, we do our best to find a substitute instructor to take over classes. If an instructor cancels class due to sickness or an emergency and we cannot find a replacement instructor, you will receive a makeup class. If the summer schedule reaches 100% enrollment and we cannot schedule a makeup class, you will receive a full credit on your next bill for the class missed.