



## **Aquatic Program Refund Policies**

- Prior to the start date of a program – Full refunds may be requested, less administration fees. The administration fee will be waived if the account is credited.
- Carleton Place Aquatics reserves the right to deny registrations for account holders that are in arrears.
- Account credits cannot be transferred to a refund request later and can only be used for future program registrations.
- No refunds, credits, withdrawals, or transfers will be permitted from the program on the start date or later, this applies to private lessons as well.
- Pro-rated refunds, less administration fees will be considered after the start date for medical reasons supported with documentation.
- Pricing may change without notice. Prices are tax included unless otherwise stated.
- Aquatics staff reserves the right to transfer individuals to improve class ratios and customer service. Aquatics staff may cancel or change programs due to low enrollment or scheduling conflicts.
- No refunds or credits will be permitted should a lesson be missed due to unforeseen circumstances such as a pool fouling, or pool closure in inclement weather.
- Payment for programs is required at the time of registration.
- Memberships, Aquafit multi-use cards and Swim multi-use cards are non-refundable.
- Pro-rated refunds and membership extensions, less administrative fees will be considered for medical reasons supported by documentation. All requests for membership extensions must be submitted in writing.
- All membership pricing has been set to incorporate closures for maintenance and holidays.
- Pricing of aquatic packages may change without notice. Prices are tax included unless otherwise specified.
- Accounts that are in arrears will not be permitted to register for programs.