

## Cancellation Policy

Lessons will be cancelled in the case of significant rain, thunder and/or other unsafe conditions as determined by urSwim. urSwim will notify you if lessons are cancelled due to immediate inclement weather, however, if there is any question in your mind, please contact the urSwim office. Be assured that we will get your children out of the pool immediately if there is thunder and/or lightning. If urSwim cancels a lesson, a make-up lesson will be offered.

If at anytime for whatever reason a lesson is not completed as scheduled due to your decision, urSwim will not refund any part of the costs. Scheduled lessons cancelled by client within 72 hours are non-refundable. Scheduled lessons rescheduled with more than 72 hours notice are subject to a \$10 rescheduling fee. No individual make-ups are available for swimmers in semi-private or group lessons.

If you are late for your lesson, we can only teach within the given time period. We cannot carry over time, as there are usually other students scheduled before and after your scheduled lesson.