

# Wolfpack Swim School Policies

## SESSION / CLASS REFUNDS:

**The Wolfpack Swim School does not issue any form of refund or credit ONCE THE SWIM SESSION HAS BEGUN.** At this point swim instructors have been hired, pool space reserved, and lane assignments created.

## CANCELLATIONS:

*Requesting a refund:* In order to receive a full refund you must withdraw from the session at least SEVEN DAYS prior to the start date. If you withdraw from class after the seven days a 15% cancellation fee will apply.

*Requesting a credit:* A credit for the full class amount can be requested any time PRIOR TO THE START of a session. The credit can then be applied to a future session by request of the parent to the Lesson Director. Credits are not transferable. Credits are NOT redeemable for cash. Credits must be redeemed within one calendar year of the issue date. Credits not used within one calendar year may no longer be available for refund.

## POOL CLOSURE FEE:

If your child vomits or has a bowel movement in the pool thereby causing the pool to be closed, you will be assessed a fee of \$200. Your child will not be allowed to participate in class until the fee is paid.

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## PERSONAL MAKE-UP CLASS POLICY:

Due to schedule conflicts at our facility, the Wolfpack Swim School does not offer individual make-up classes for classes missed due to other activities, vacations, or illness. Schedules are posted well in advance of registration and session start dates, be sure to review the schedules carefully before committing to the eight class session

## PROGRAM MAKE-UP CLASS POLICY:

Should a class be cancelled due to pool closures, facility repairs, severe weather, or facility schedule conflicts a make-up class will be scheduled. All make-up classes will be communicated to families right away to allow for scheduling adjustments. A credit or discount is not available to those families who cannot attend the make-up class.

## EXTENDED ILLNESS AND INJURY POLICY:

In the event your swimmer becomes ill and misses FOUR CONSECUTIVE CLASSES a request for refund of classes not participated in can be made to the Lessons Director. A doctor's note stating the missed class days due to illness is required.

In the event your swimmers breaks a bone or experiences serious injury preventing him/her from participating in lessons a refund for classes not participated in can be requested. A doctor's note stating the injury prevents the swimmer from participating in lessons is require.

*RELEASE AND INDEMNIFICATION: For and in consideration of the benefits to me from the use by me and/or my child(ren) of the facilities of UIC and CWAC, Inc. and other good and valuable consideration, the undersigned, individually and of his/her heirs and personal representatives, hereby release UIC & CWAC, Inc. directors, officers, agents, swim team members and employees from any and all claims of any kind or nature whatsoever, arising out of the use by me and/or my child(ren) of said facilities. The undersigned, individually and for his/her heirs and personal representatives, further agree to indemnify, defend and forever hold harmless UIC & CWAC, Inc. and their directors, officers, agents, swim team members and employees from any and all liability or loss whatever, (including any cost of defending claims) arising out of said use of said facilities*