

River City Aquatics Private Lesson Cancellation and Make Up Lesson Policy

LESSON CANCELLATION POLICY

1. Cancellation of a lesson must be made AT LEAST 24 hours prior to the scheduled lesson time in order to receive a make-up lesson (for definition of a make-up lesson, please see below).
2. No shows or failure to notify the coach with whom your lesson is scheduled with within 24 hours is considered a forfeited lesson.
3. There are NO refunds on forfeited lessons.
4. If a make-up lesson can not be scheduled, and the swimmer has already paid, a refund will be provided.

MAKE UP LESSONS

1. Any lessons cancelled at least 24 hours ahead of the scheduled lesson will receive a make-up lesson at a time convenient to both the coach and the swimmer.
2. Typically, make-up lessons take place at an alternate time/day within the week, or the following week. In some cases, the make-up lesson will be added after/before the original lesson time, enabling the swimmer to have a 45 minute lesson.
3. The coach that the original lesson was scheduled with, will reach out to the swimmer regarding a potential makeup lesson.