

Our O-fish-al Cancellation Policy Travel Lessons



Swim Warriors does not "reschedule" lessons. Any time a lesson is removed from the schedule, it counts as a cancellation and the appropriate fee will be applied.
(Excluding weather cancellations)

Office staff works countless hours to build the schedules and send out openings. Rescheduled lessons cause gaps in the schedules that cannot always be filled. Please keep in mind that we offer the cheapest private travel lessons in the area. In order to keep our prices the same and continue to travel, we are strictly enforcing our cancellation policy. Cancellation fees are non-refundable.



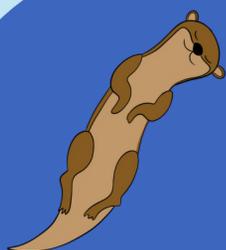
24 hours or less:

100% of the lesson price is owed. The client can choose to pay the fee or use a free cancellation pass.



25 hours-7 days:

50% of the lesson is owed. The client can choose to pay the fee or use a free cancellation pass.



Over 7 days:

\$5 per 30 minute lesson is owed. The client can choose to pay the fee or use a free cancellation pass.

Please understand that this policy does include cancelling all of your swim lessons, regardless of the reasoning. If you choose to cancel the remainder of your lessons, they will all be charged according to the policy listed above, with the maximum charge being \$150.



Free Cancellation Passes Travel Lessons

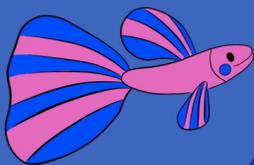
Free cancellation passes are added to the client profile upon finalizing the schedule at the beginning of the session. If a free pass is used, no fee is charged. This includes cancellations for sickness and ANY other reason, excluding weather. Any lessons added or cancelled by the client after confirming a schedule will not change the amount of free cancellation passes that were given prior. Example: Client signs up for 8 lessons, but then adds in 5 lessons throughout the session. This client would still only receive one free cancellation pass per swimmer.



Clients that sign up for 8-10 lessons will receive one Free Cancellation pass per swimmer.



Clients that sign up for more than 10 lessons will receive two Free Cancellation Passes per swimmer.



If signing up for less than 8 lessons initially, no Free Cancellation Passes will be given.



Free Cancellation Passes can only be used for lessons cancelled at least an hour prior to the start time, otherwise the lesson will still be charged and no pass can be used.

Please understand that Free Cancellation Passes do not roll over per session or per year, they start over each session.

