

Cancellation and Refund Policy

Refund Policy for Preschool Program, Learn to Swim Program, Swim Fitness, Adult, Private and Pre competitive Training Program

Cancel at least ten (10) days before the start of the first lesson	Full refund minus \$25 administration fee
Cancel less than ten (10) days before the start of the first class and up to the day before the first lesson	No refund and full credit minus \$25 administration fee
Cancel on the day of the first lesson and up to and including the third lesson	No refund and pro-rated credit minus \$25 administration fee (For all lifesaving leadership programs, no refund or credit once the program starts.)
Cancellation received on or after 4th lesson	No refund nor credit
Cancellation received on or after the 4th lesson due to medical reasons and is supported by a medical statement	No refund and pro-rated credit minus \$25 administration fee
Cancellation by Swim Apex	Full refund will be granted

Refund Policy for School Year Program

Cancel at least ten (10) days before the start of the first lesson	Full refund minus \$25 administration fee
Cancel on the first lesson and up to November 1st	No refund and 50% credit minus \$25 administration fee
Cancel between Nov 2nd to Feb 1st	No refund and 20% credit minus \$25 administration fee
Cancel after Feb 1st	No refund nor credit

Refund Policy for Swim Team Program, Stroke Clinic or Training Camp

Cancel at least ten (10) days before the start of the first training	Full refund minus \$100 administration fee
Cancel less than ten (10) days before the start of the first training and up to the day before the first training	For those choosing full payment, 65% of the amount paid after \$100 administration fee For those choosing 3 equal payments, 60% of the training fee after \$100 administration fee
Cancel after the first training session of the season	No refund nor credit
Cancel during the training season due to medical reasons and is supported by a medical statement	Pro-rated credit minus \$100 administration fee