



SAFE SWIMMING SAVES LIVES

Group Swim Lessons WHITE ROCK FAMILY YMCA

- **Refund Policy:** Any refund requests will be reviewed by the Aquatics Administration. Refund policies are as follows:
 - If a refund is requested:
 - Less than 5 business days before start date – no refund given
 - All refunds are subject to a \$20 administrative fee
- **Pool closures/Lesson Cancellations:** For your safety, the pool may be closed and lessons cancelled when there is a thunderstorm. Our policy is to clear the pool when lightning is seen and/or thunder is heard. When lightning is observed, the pool will remain closed 30 minutes from the last sighting.
 - If classes are cancelled over 30 minutes prior to the start of class, participants will be called and informed about this.
 - If classes are cancelled less than 30 minutes before the start of class, notification may not be possible.
- **Make-up lessons:** Make up lessons will only occur if the YMCA cancels the **weekday lessons only**. There will only be **one make up** class per weekday session. No credit will be issued for any missed or cancelled classes.
 - No make ups will be held for personal reasons (i.e. if your child is sick or cannot attend for any reason).
 - Make ups for lessons will be held on **Friday** of that week, at the original class time.
 - No credit will be issued if the make-up class must be cancelled.
 - **No make ups will be held for Saturday lessons.**
- **Instructor Requests:** Instructor requests for group lessons will be considered, but are not guaranteed.
- **Cancelled/Combined Classes:** Classes may be combined with another class of an appropriate level or cancelled if enrollment is low.
- **Parental Supervision:** Parent or guardian must remain in the YMCA Facility during lessons. Children left unattended will not be allowed to continue taking lessons, and no refund or credit will be given.

If you have any questions or concerns contact the following Aquatics Administration staff:

Daniel Whitfield

Aquatics Director

214-328-3849 ex. 2046

dwhitfield@YMCADallas.org



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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

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