

# JCC Swim Lesson Cancellation Policy

The JCC understands that there will be times when it is necessary to cancel a swimming lesson due to illness, family event or inclement weather.

It is always your choice to cancel a lesson for any reason. However, to ensure consistency and fairness for all clients and instructors, please see below:

## GROUP CLASSES

1. In the event that you miss a GROUP class, we will provide you with a make-up lesson, where possible, WITHIN the same session. This will be done by putting your child in another class of the same level. (For example: your child misses Class #3 of Level 2 on Tuesdays @ 4 pm. We will offer you the option of joining a Level 2 on another day that week or following week.)
2. A maximum of **two classes** per session can be rescheduled due to unavailability of client.
3. If all classes of a GROUP class are taught and a session has ended and there has been notification of missed classes, then no make-up lessons will be offered.
4. If the JCC needs to cancel a class for any reason, we will attempt to provide a make-up class. If a make-up class is not made available, a credit will be applied to your account.
5. The JCC will never cancel a class without attempting to contact you, so please **DO NOT** assume a class is cancelled if the weather is poor (snow/rain/storm.)

## PRIVATE/SEMI-PRIVATE LESSONS

6. Cancellations will be accepted up to **24 hours** prior to a lesson. Please call your instructor OR the Aquatics Director. Instructors are paid to be here ON TIME and prepared to teach your lesson, so **if you do not come and do not call, you will be charged a fee of \$25.**
7. If an instructor is unable to keep a lesson due to illness or misadventure, the instructor will call you as soon as we are aware that there is a problem. We will offer you a replacement instructor where possible, or the opportunity to reschedule the class at a time that suits you.
8. In the event that a PRIVATE or SEMI-PRIVATE lesson is canceled, you will just resume lessons at the same time & day the following week.