

# ARGYLE FORST & NOCATEE

## **Refunds/Enrollment and Withdrawal**

There are NO refunds for any reason. Should you wish to withdraw from your classes prior to their end, a class credit will be placed on your Planet Swim School account in the value of the remaining lessons. In order to discontinue your enrollment for the upcoming month, please send an email to [enrollment@planetswim.org](mailto:enrollment@planetswim.org) requesting to place a hold on your account BEFORE the 27th of the month. This request will prevent us from charging your account and will allow us to offer your spot to another child that may be on our waiting list. If you fail to notify us before the 27th of the month and your account has already been charged, you will receive a class credit in the full amount to your Planet Swim account. Class credit can be used at any time within a one-year period

## **Payment Policy**

Tuition is due on the 28th of each month to secure participant's spot for the upcoming month. If tuition is not paid in full by the 3rd of the month, there will be a \$20 late fee added to your account. Payments may be pro-rated under the following conditions but will be a subject to determine by Planet Swim: lessons start after the 1st of the month; out of town/missing classes for extended period of time; holidays; emergency.

## **Make-Up & Cancellation Policy**

If your child is unable to attend a class, please call or email us at your earliest convenience so we are aware of any scheduling changes! Due to high demand and limited availability, last minute cancellations (less than 4 hours prior to the class) will NOT be eligible for a make-up! Make Up eligibility for Absences:

1-time a week enrollment allows ONE make up per month

2-times a week enrollment allows TWO make ups per month

3-times a week enrollment allows THREE make ups per month

Please understand we do not control the weather, therefore, make ups due to weather cancellations are limited to the following:

1-time a week enrollment allows ONE make up per month

2-times a week enrollment allows TWO make ups per month

3-times a week enrollment allows THREE make ups per month

Parents are responsible for scheduling make ups due to absences and cancellations. Make ups will expire at the end of the month and WILL NOT roll over to the next month unless scheduled otherwise with our staff! There will be NO make up lesson for a missed make up. Make-up schedule depends on our current availability, we do NOT guarantee the same instructor nor the same type of a lesson. In case of inclement weather our staff will contact the parents via phone & email to cancel the lessons about 20-30 minutes prior to their start. Please understand the weather is often unpredictable and that we do our very best to notify you in a timely manner. If a class gets interrupted by the weather and we're able to accomplish at least 20 minutes of the class, this does not count as a weather cancellation.

### **5th Week Enrollment**

5th weeks are used exclusively for make-ups. Your tuition is based on a monthly fee for 4; 8 or 12 lessons per month with certain months having 5 weeks. If you complete your prepaid number of lessons before the month is over, you will NOT have a lesson in the 5th week and you will restart your enrollment again the following month at your regular time. If your regular class falls on the same day as the 5th day, please don't assume you will automatically have a spot for a make up class on the extra week but always check with the Front Desk for make up availability!