



CANCELLATIONS/WITHDRAWALS AND REFUND POLICY

CANCELLATION/WITHDRAWAL REQUESTS RECEIVED	REFUNDS
Up to 5 business days prior to first class	Full refund less \$15.00 administration fee
Less than 5 business days prior to first class	Full refund less \$15.00 administration fee, with a medical certificate
After first class	Pro-rated refund less \$15.00 administration fee with a medical certificate
One day clinics, exam fees, re-certifications or materials	No Refund

All refunds are paid by cheque and take approximately 3 weeks to process.

CLASS TRANSFERS

There are no fees to transfer a participant from one class to another in the same session. Any difference in cost as a result of the transfer is charged, and there are no refunds of fees for transferring to a lower priced class. No transfers take place after the second lesson.

ACCESSIBILITY/SPECIAL NEEDS

- The Centre for Swimming at Trent is located at the ground level of the Trent University Athletic Complex. The pool features an accessibility lift.
- If your child has a special need, we can assist in placing them in the appropriate level. Private classes are available for children who have special needs requiring individualized instruction or physical support. Contact the Aquatic Supervisor at 748-1432.

FAMILY RATES

A \$15.00 discount will apply for 3 participants in swimming lessons in the same immediate family. A \$20.00 discount will apply for 4 or more participants in swimming lessons in the same immediate family.

CANCELLATIONS

The Centre for Swimming at Trent University reserves the right to cancel or transfer classes due to insufficient registration.

UNFORESEEN CIRCUMSTANCES

In the event of classes being cancelled or taught on deck due to power failure, weather, pool fouling, etc., only where possible will extra instructional time be scheduled or extra instructors added to ensure program quality. This is due to time and space restrictions.

RETURNED ITEMS

Any returned cheques (i.e. NSF) are subject to a \$35.00 administration fee.

REFUNDS

Program refund requests must be received 5 business days before the start date, and are charged a \$15 administrative fee. Program refund requests received less than 5 business days before the start date or after the start date can only be granted with a medical certificate, and will also be charged a \$15 administrative fee. Refunds granted after the start date will be pro-rated accordingly.

RELEASE & WAIVER

Our registration forms contain a waiver that must be signed by the participant, or the parent or guardian of any participant under 18. Participants who register over the phone will be asked to sign the waiver on the first day of class or online at www.trentu.ca/aquatics.

“I feel that the Instructors and Head Instructors work extremely well together to achieve each student's full potential.”