



## **Aquatic Refund Policy**

### **Open/Lap Swim**

1. No refunds may be given from the cash register for any reason per city policy.
2. Credits and refunds cannot be issued due to unforeseen circumstances, including weather conditions that result in pool closures.
3. Credits and refunds will also not be issued for items such as (but not limited to) water temperature and number of swimmers.

### **Facility Rentals**

1. Transfer/Rental Change
  - a. No charge for transfers or changes to the rental if made more than 7 days prior to the rental date.
  - b. There will be a \$30 transfer fee Private Parties and a \$15 transfer fee for Open Swim Parties for any date or time changes to the rental within 7 days of the rental.
2. Refunds
  - a. All rental cancellations must be made at least 7 days prior to the party date to receive a refund.
  - b. Cancellations made less than 7 days in advance will not receive a refund.
  - c. Cash and check refunds are not issued on site. Credit cards will be refunded to the original card and checks and cash will be refunded by check and may take 2-3 weeks to receive in the mail.
  - d. A credit may be issued in place of a refund at the patron's discretion.
3. Inclement Weather
  - a. Indoor pool parties will continue as scheduled during rain or cold. Outdoor pool parties may be cancelled due to rain or inclement weather, but that is determined by the City of Grand Prairie Staff the day of the party.
  - b. If Lightning/Thunder occurs within a 5 mile radius, the pools will be shut down for 30 minutes and an additional 30 minutes may be added to the end of the party if possible. If it is shut down longer than 30 minutes, a prorated refund will be issued for time missed. Other weather emergencies may cause cancellations and the City of Grand Prairie Staff will make that determination.
  - c. Parties will continue as scheduled even with the threat of inclement weather. Only if Lightning or other inclement weather causes the pool to shut down will the party be issued a prorated refund for the time that they missed. A Refund Request Form needs to be filled out by the person/family that booked the party.

# Kirby Creek Swim Academy

## Swim lessons/Swim Team

We understand that circumstances arise which limit your ability to attend class. However, by registering for a session, you have secured a spot that no other participant can register for. Please be sure of the classes you are registering for so that all participants may have an equal opportunity to register. **Registration is on a first come first serve basis and classes have limited space.** Payment at the time of registration is required to secure a spot. Also, being registered for a current session does not guarantee you an available spot for the next session.

### 1) Refunds

- a. Participants must be withdrawn from the class **5 days prior** to the class start date to receive a refund, otherwise, the participant cannot be withdrawn and no refund will be given.
- b. Refund Deadline Day (last day you can request a refund):

<u>Class Start Day</u>	<u>Refund Deadline Day</u>
Monday	Wednesday prior
Tuesday	Thursday prior
Wednesday	Friday prior
Saturday	Monday prior
- c. Doctor's Note: A credit, transfer or refund will be issued with a doctor's note. Medical documentation must be provided within 2 weeks of the end of the class.
- d. No refunds for personal choices (i.e. water temperature, instructor preference and lack of participation/interest).
- e. Credit Cards: All credit card refunds will be refunded to the original card unless that card has been closed. We do not keep credit card information on file, so you will need to provide the card so we can process the refund.
- f. Checks and Cash: A refund Request form must be filled out and turned into the Kirby Creek natatorium. If a refund is issued it will be refunded by check and may take 2-3 weeks to receive in the mail. (Please verify you mailing address at the front desk)

### 2) Transfer/Change Classes

- a. A course transfer can be made free of charge if staying within the same session or if made at least 5 days prior to the start date if transferring to a different session (availability permitting).
- b. Transfers made to a different session with less than 5 days before the start date of the original session will be charged a 20% administrative fee (availability permitting).

### 3) Make-Up Classes

- a. Classes will only be rescheduled if cancelled by the pool facility staff. Reasons may include lightning or mechanical failure. Weekday classes will be made on a Friday at the same time. If we are unable to make-up the class, a credit or prorated refund will be issued.
- b. Participants who are unable to attend classes (including Make-ups) without a doctor's note will NOT be able to reschedule, make-up, receive credit or a refund for the class.