



Parkland Pirates Aquatic Club

Program Cancellation & Refund Policy

30-Day Written Notice Policy

To withdraw from any Parkland Pirates program, a minimum of 30 days written notice is required. Notice must be submitted in writing via email.

- The 30-day period begins on the date the email is received
- A 10% admin fee (10% of annual training fee) will be applied to the account.
- Verbal notice or absence from lessons does not constitute withdrawal

Important:

- Families are responsible for all fees during the 30-day notice period
- Swimmers are welcome and encouraged to continue participating during this time
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Example:

If notice is received on March 10, the swimmer remains registered and billed through April 30th.

Installment Billing & Notice Timing

Billing is processed in September, December and March for all programs over 10 weeks. To avoid being billed for the next installment, notice must be submitted prior to the 1st of the month of the billing installment (example, prior to December 1st for the December fee installment).

Example:

- Notice given March 1 or later → April fees apply
- Notice given before March 1 → April fees do not apply

Short-Term Program Policy (Under 10 Weeks)

Programs with a duration of less than 10 weeks are non-refundable. Registration in these programs is considered a full commitment for the duration

No refunds, credits, or transfers will be issued for:

- Missed classes
- Schedule conflicts
- Withdrawal after registration

Medical Exceptions



In the case of a documented medical condition or injury:

- A written request must be submitted with supporting medical documentation
- All requests are subject to review and decision by the Board of Directors

Policy Acknowledgement

By registering in any Parkland Pirates program, families acknowledge and agree to:

- The 30-day written notice requirement
- The installment billing structure for programs over 10 weeks
- Full upfront payment for programs 10 weeks or less
- The non-refundable nature of short-term programs (10 weeks or less)

Early Resignation

- If a swimmer resigns from the Parkland Pirates Aquatic Club, AFC requirements will be pro-rated as per the [AFC Policy](#)
- If a swimmer resigns from the Parkland Pirates Aquatic Club, AFC requirements will be pro-rated as per the [Volunteer Policy](#)