

# 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
- 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

Example:

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

### Monthly Billing & Notice Timing

Billing is processed on a monthly basis for all programs over 10 weeks. To avoid being billed for the following month, notice must be submitted prior to the 1st of the month.

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 monthly billing structure
- The non-refundable nature of short-term programs

