

Class Cancellation Refund Policy

All cancellations must be made in writing to swimcenter@santacruzcountyca.gov

Please plan your schedule carefully to keep transfers and cancellations to a minimum- A \$5.00 fee will be charged when withdrawing from an activity. A \$5.00 processing fee will also be charged for any refunds back to a credit card.

Make-up lessons are not available if your child is absent.

When requesting to withdraw, the following options are available:

3 or more calendar days prior to the start date:

- Transfer to another activity, plus an additional \$5 transfer fee
- Withdraw and receive a credit to your account minus a \$5 withdraw fee
- Withdraw and receive a refund, minus a \$10 processing fee
- Credits are valid for one year

2 or less calendar days prior to the start date:

- Transfer to another activity, plus an additional \$5 transfer fee
- Withdraw and receive a credit to your account minus a \$5 withdraw fee
- No refunds back to cards available
- Credits are valid for one year

If the class or program has already started:

- Credits and Refunds are not available once a class has started; or if a participant fails to attend a program.

Junior/ Little Guards and all Aquatic Camps Refund Policy

All cancellations must be made in writing to swimcenter@santacruzcountyca.gov

Please review prerequisites before registering-

Refunds are not available when your child does not complete prerequisites.

When requesting to withdraw, the following options are available:

More than 3 weeks prior to the start of the program:

- Withdraw and receive a refund minus a \$50 cancellation fee.

Less than 3 weeks prior to the start of the program:

- Withdraw and receive a refund minus 50% cancellation fee.

If the camp has already started:

- Credits and Refunds are not available once a camp has started; or if a participant fails to attend a program.