

Penguin's Swim School Policies

To be implemented on June 17th, 2024

In regards to:

Cancellations:

- If a client cancels an appointment with OVER 24 hours notice, there will be no fee.
- If a client cancels within 24 hours of an appointment, a charge of 50% of your lesson balance will be incurred. *
- In the event of a no call, no show, the full amount of the lesson will be owed.

*Exceptions can be made due to illness, injury, or personal matters.

Our instructors depend on their daily assigned lessons, as they are compensated hourly. Failing to attend a lesson not only disrupts their schedule but also incurs expenses for travel time and gas. If you cancel within 24 hours of the lesson, we are unable to fill that spot with another student, resulting in a wasted time slot.

Weather:

- We understand that unpredictable weather conditions can affect plans. Therefore, we do not impose a cancellation fee for weather-related circumstances*.

*Non-swimmable weather, such as rain and/or thunder and lightning, constitutes grounds for cancellation. However, a cloudy day does not warrant cancellation.

If a lesson needs to be canceled due to weather, our instructors will make every effort to reschedule it.

Timing:

- Our instructors are typically scheduled with back to back lessons, meaning your lesson must start and stop at the scheduled time. If you arrive late, or if you come outside late, the lesson can only last for the duration of the time allotted.

