



Registration and Payment Policies

Swim Lesson Policies:

- In order to reserve a spot for swim lessons, I must turn in my completed swim lesson registration form and pay the pro-rated amount for the month in which my child is starting swim lessons. Visa, MasterCard, American Express, cash and checks are accepted at Goldfish Swim School.
- At Goldfish, there is a yearly \$25, non-refundable, administration fee per child with a max family administration fee of \$45 per family. This fee will be paid on the child's anniversary date each year while enrolled in swim lessons at Goldfish Swim School.
- All monthly automatic debit transactions will be charged on the 1st day of each month.
- This agreement will immediately lapse and your child's enrollment will be discontinued (make-ups will be forfeited) if your credit card or bank account is rejected, during an automatic debit transaction, for any reason other than an error on the part of Goldfish Swim School.
- A \$10.00 handling charge will be assessed on all declined automatic debit transactions, and returned checks.
- If automatic debit transactions are returned three (3) times, your automatic debit privileges will be cancelled.
- If paying by cash or check, I understand that I will be required to pay for 12 swim lessons in advance.
- In order to cancel my child's swim lessons, a completed withdrawal form must be submitted at least 30 days prior to the last lesson. Withdrawal forms can be found online at www.goldfishswimschool.com as well as at our Customer Service desk. Unfortunately, hand written letters or typed emails will not be accepted as a form of withdrawal.
- All children who are not potty trained, must wear a reusable swim diaper while taking lessons at Goldfish Swim School.
- Due to operational costs, NO REFUNDS, CREDITS OR TRANSFERS WILL BE ISSUED at Goldfish Swim School.
- MAKE-UP POLICY: There is a limit of 6 make-up classes per 6 months of lessons. To qualify for a make-up lesson, you must call and cancel before you miss your class. Make-up lessons can be booked up to one week in advance and they must be used within one month of the missed class. Make-up lessons can only be used while currently enrolled in lessons and missed make-up lessons cannot be made up. A cancellation of your enrollment will lead to a forfeiture of all unused make-up swim lessons on your account. If a make-up cannot be scheduled, we offer you a free family swim for the entire family.
- I understand that if my child misses his/her swim lesson for 3 consecutive weeks, without verbal communication to Goldfish Swim School as to the reason for the absence, Goldfish Swim School reserves the right to permanently cancel my child out of lessons beginning on the 3rd absent class in a row.
- If my child's group class has only one or two students enrolled in it, I understand that Goldfish Swim School reserves the right to consolidate that class.
- I am aware that Goldfish Swim School does not guarantee teacher requests. I also understand that teacher's schedules are subject to change at any time.

Retail Product Policies:

- All returns & exchanges must be accompanied by the original sales receipt, dated within 15 days of the sale, and must be new, unused and have the original packaging and accessories. I understand that clothing and swimsuits are non-returnable.