



## **Cancellation & Payment Policy**

**(Please sign only after the entire policy has been reviewed. Please ask if there are have questions).**

Effective immediately, West Hawaii Water Safety Instruction LLC is implementing a strict 24-hour (minimum) cancellation policy. Without this notice, payment is expected at the next scheduled lesson. If there are no further lessons scheduled, payment will be expected via USPS mail. An address will be provided.

West Hawaii Water Safety Instruction LLC is a small business. There is not only a loss of income due to late cancellations, but the business is still required to pay pool rent even in the absence of a lesson. Pool rent is charged on a per-student basis and paid for in-advance. Refunds are not provided for no-shows and late-cancellations.

Swim lessons are scheduled over the phone between the instructor and parent, and the participation of each child is expected based on our communication. Payment is required even if the child chooses to not fully participate in the class. If the Instructor feels the child is not ready to swim yet, ample direction will be provided to the parent for practice. Your participation will be encouraged the following swim season.

Our time is valuable, and with ample notice the time slot can be easily filled.

The instructor has reserved the lesson time, prepared for the class and paid all necessary overhead fees in advance.

A confirmation text or call will be provided 24 hours prior to the scheduled lesson. You may confirm attendance with a return text. If there is no response to a voicemail or text message, your presence and payment are expected.

Mahalo for your respectful cooperation.

*Cut along this line. The document above is for your records*

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By signing below, I verify that I have read the strict 24-hour cancellation policy above, and understand that payment will be expected for cancellations without adequate notice.

\_\_\_\_\_  
Parent name (printed)

\_\_\_\_\_  
date

\_\_\_\_\_  
Parent name (signed)

\_\_\_\_\_  
Child/Children name (printed)