



Cancellation & Payment Policy

(Please sign after review. Please ask if there are any questions).

Effective immediately, West Hawaii Water Safety Instruction LLC is implementing a 24-hour cancellation policy.

If we are given 24-hours notice (minimum) that your child will miss swim class due to an illness, we will provide one-credit to “roll over” towards the next session of swim lessons. However, any credits will expire at the end of each subsequent session and cannot be rolled over at the end of the calendar year.

Credit will not be given if notice of sickness for a day is not provided in advance.

Credits will not be provided for forgotten lessons or for last-minute plans.

Payments for the swim session are due in-full (\$100 for 4 weeks) on the first day of each session. The payment for each session can be prorated based on the number of dates that can be attended based on family plans.

West Hawaii Water Safety Instruction LLC is a small business. Swim spots in classes are reserved for children each session. We are required to pay pool rent in advance based on the number of kids that are expected to attend each session. Refunds on pool rent payments are not provided to us. Please plan accordingly.

Swim lessons are scheduled over the phone/text between the instructor and parent, and the participation of each child is expected based on our communication. Payment is expected for group lessons on the first day of class.

Payment for private lessons is made per class. Payment is expected even if the child is a beginner (or scared) and 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. Participation will be encouraged the following calendar year.

For either group classes or private lessons, the instructor has reserved the lesson time, prepared for the class and paid all necessary overhead fees in advance.

A confirmation text will be provided prior to scheduled lessons. A return text message confirming your attendance would be appreciated. Mahalo for your understanding.

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

By signing below, I verify that I have read the strict 24-hour cancellation policy above, and understand the terms & conditions.

Parent name (printed)

date

Parent name (signed)

Child/Children name (printed)