



Swim Lesson Policy

Swim Lessons Make-Up Policy

- Make-up lessons will only be provided if USU Campus Recreation Staff must cancel the class, the make-up day will then be announced to participants/guardians by the Swim Lesson Manager or Coordinator of Aquatics & Safety.
- Make-up lessons will not be provided if classes are missed by the participant.

Unexpected Events During Swim Lessons

- Swim classes may have to be moved to the Large Pool (80 degrees) due to unforeseen events or events out of our control. Safety for your children is our priority and precautions are taken to ensure that lessons are safe and effective.
- Swim classes may also have to be moved to a classroom due to weather conditions. In the classroom the swim instructor will be able to continue the lesson and focus on our water safety topics including, but not limited to: discussions, videos, and activities outside of the water.

Class Changes & Refunds

Requests for Class Changes or Refunds are Subject to the Following Guidelines:

- 5 or more business days (M-F) prior to the course start date:
 - Change to another class or program in the same session upon availability
 - Withdraw and receive refund, less processing fee of \$10.00
- 4 or less business days (M-F) prior to the course start date:
 - Change to another class or program in the same session upon availability
 - If the space can be filled from a waitlist, you may be allowed a refund, less the processing fee of \$10.00
 - If the space cannot be filled from a waitlist, you will not be issued a refund or credit for a separate session of lessons

Requests to withdraw from a course with less than 1-day notice may not receive a refund.

- If the class or program has already started:
 - If the participant has attended one or two classes and your concerns cannot be resolved, a refund may be given on the discretion of the Coordinator of Aquatics & Safety, but not guaranteed.
 - Refunds are not available once a class has met three times, or if a participant fails to attend a program.

Private Lessons

Upon registering for a private lesson slot, you will receive an email from USU Aquatics or the Coordinator of Aquatics with more details on scheduling your lessons. We will pair you with an instructor that best matches your level and availability.