

Swim Lesson Registration and Cancellation Policies

Cancellation/Changes by Participant:

Cancellations must be received 7 days before the program session begins. Club credits will be issued and can be applied to future lessons (or anything else at Samena), less a \$25 cancellation fee. A refund can be requested, less a 50% cancellation fee. No credits or refunds will be given after that time. Changes after preregistration has closed may result in a \$25 change fee and not all changes can be accommodated. Exceptions to the cancellation policy for medical emergencies are at the discretion of the Aquatics Department, if a doctor's note showing the dates coinciding with the lessons is provided.

Unforeseen Class Cancellations by Samena:

The Samena Club will issue club credit for classes cancelled due to unforeseen causes. Club Credits may be used during in-person or online registration for future program registrations at the Samena Club. Unforeseen causes may include but are not limited to contamination, mechanical failure, power failure and/or natural disasters. The Samena Club will solely determine when classes are cancelled due to unforeseen causes. The club does not offer refunds for single-day cancellations due to unforeseen cancellations.

Missed Classes:

We are unable to offer makeup lessons, and there are no pro-rated credits/refunds for classes missed during the session or late registrations. Illnesses or injuries that cause a child to miss multiple days of the same session can be credited for the missed classes by providing a doctor's note showing dates coinciding with the missed classes. Doctor's notes must be received by the last day of the session to be eligible for a Club credit.

Swim Lesson Policies:

When building classes from time preferences, priority will be given to Members first, then Non-Members according to date of registration to the best of our ability. Please be aware that even if you sign up early, you may get your 2nd time choice due to capacity & level/time availability. To provide flexibility in forming classes, we reserve the right to assign a swimmer to a class in either of the two times listed. Please be aware that if you only select one time preference, we may not be able to place you in a lesson. As we cannot guarantee a specific time, no credits or refunds will be issued if you are assigned a class at your second time preference. If we are unable to assign a class to either time preference, a full refund or credit may be issued. We cannot guarantee the assignment of a swimmer to any particular instructor. You may indicate a preference by emailing the Aquatics Coordinator (amandat@samena.com), but it may not be possible to accommodate your request. No credits or refunds will be issued if we are unable to grant a request for an instructor.

Photo Policy:

I authorize Samena Club to use and publish photos of myself and my family in print and/or electronically. I agree that Samena Club may use such photographs of me with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content. I agree that I will not be compensated for the use of said photo(s) in any way.

Non-Member Waiver:

I hereby as a one-day guest or program participant at Samena Swim and Recreation Club, agree not to hold the Club, or any person assisting with running the event, responsible for any accident that may occur in connection with any activity supervised by the Club or any activity I participate on my own. I also agree not to hold the Club responsible for anything lost or stolen. It is agreed that it is at my sole risk to undertake use of any of the Club facilities. I understand that participants are expected to equip themselves properly for safe use of the Club facilities. This includes wearing proper attire in all areas of Samena Club, indoors and outdoors. Use of exercise equipment, pools, and all areas of the Club is at user's own risk and the Samena Swim and Recreation Club accepts no responsibility for any injuries resulting from using such equipment.

These policies are displayed/accepted before payment during online registration or signed digitally when registering at the Front Desk before payment is accepted. Please read and understand the policies before paying.