

Tide's Out Services Ltd.

Head Office: (604) 531-8855



2024 Lessons Terms & Conditions

Refund & Cancellation Policy

There is a \$25.00 cancellation fee per child per set of Swim Lessons. This is to discourage people from booking an entire summer of lessons to hold spots with the plan to cancel classes as they get into other camps and activities. It fills up classes and takes away opportunities from other families who would like to swim.

Cancellations must be received and confirmed no later than 8pm on the Wednesday evening before the set begins after which no refund will be given. Your cancellation is considered confirmed if it is either submitted to support@tidesout.com, or you have received your refund or credit.

Alternatively, if more than 1 week notice from the start of the lessons is given, a full credit can be applied to your account for use towards other classes or rentals.

Examples:

2 children are signed up for Set 1, Set 2, and Set 3. They cancel Set 1 and Set 3. $\$25.00 \times 2 \text{ kids} \times 2 \text{ sets} = \100.00 fee.

Private lessons are booked in 1-week blocks and the fee is \$25 per week of cancelled lessons.

Level Changes & Incorrect Levels

If someone is registered in the incorrect level, they may not be allowed to participate in the class. This is for participant safety and providing an environment that helps all students learn effectively.

In the event that you or your child(ren) are registered in an incorrect level, our first goal is to find a spot in the correct level at a time that fits your schedule. If we are not able to find a class with availability that reasonably works with your schedule (same facility, same dates, similar time), you will be issued a full refund. There is no fee if we cannot accommodate a reasonable level error.

If you do not know what level your child is in, you can check their most recent report card or reach out to one of the Surrey Outdoor Pools for confirmation or an evaluation. This is especially a good idea if you are registering for multiple sets of lessons since some levels may take multiple attempts to complete and staff can help guide you with what levels to register for.

Note: if intentionally registered in the wrong level to "get a spot" you no refund will be issued and the registrant will not be able to participate in the class. Example: a 6-year-old who is a new swimmer should be registered in a Swimmer 1, but was registered in Swimmer 5/6 because the Swimmer 1 classes were full. This child would not be allowed to participate for safety reasons and no refund would be issued.

Smoke & Air Quality Advisory

If the BC AQHI for the Metro Vancouver SE region reaches: 10+ Very High Risk, lessons will be canceled for the day. This decision will be made on the day of the lessons. In the event of a cancellation for AQHI reasons, a credit for that day's class(es) will be added to your account.

Participant Safety

If participants are not able to safely participate in lessons, they may be asked to leave the class. This includes but is not limited to: physical violence, bullying, repeated profanity, derogatory racial or religious remarks, or any other inappropriate conduct as deemed by the instructors and supervisors. There is no tolerance of these actions directed to fellow participants, instructors, staff, and/or spectators.