

# REFUND POLICY

## MEMBERS, PROGRAMS AND CLASSES

### **REFUND, GROUP CHANGES OR WITHDRAWAL**

Refunds are available if request is submitted at least seven days before the activity's start date. A \$20 fee is charged for any refund (exceptions: medical reason, difficulties during online registration or participant registered in the wrong swim level). Once the activity has begun, no refunds will be given unless you have a medical reason (a signed note from the treating physician is required). There are no group changes after the third class.

### **REFUND WHEN ABSENT**

If a participant misses a class, he is not eligible for a credit or refund. It is not permitted to join a different group to replace a missed class.

### **FULL REFUND WITHOUT PENALTY**

If the Dieppe Aquatic and Sports Centre cancels or changes the conditions of a planned activity, participants may obtain a full refund without penalty.

### **REFUND ON A PRO RATA BASIS**

If the Dieppe Aquatic and Sports Centre cancels a participant's registration for disciplinary reasons, the participant is eligible for a refund equivalent to the number of classes remaining in that session. A \$20 fee applies.

### **REFUND FOR MEDICAL REASONS**

If a person registered for an activity finds himself permanently unable to participate in an activity, he must provide a medical note to that effect. Refunds will be calculated based on the number of classes remaining in the session or the amount of time left on the member's card.

*\* The City of Dieppe provides refunds by cheque. Please allow two to three weeks for delivery.*

# Instructions for swimming lessons

## Before and during the lesson

- Swimmers must shower before entering the pool.
- Please be certain your child has gone to the bathroom before his swimming lesson. During his swimming lesson, your child can be excused at any time to use the bathroom.

## Required items

- Special diapers designed for swimming must be worn by all children still in diapers or who are not completely trained.
- We recommend that you use a lock for your locker as management disclaims all liability for items lost or stolen.
- The use of nose clips during swimming lessons is forbidden.
- The use of goggles is not recommended before level 3.

## Illnesses

- Anyone suffering from a contagious disease or from diarrhea cannot use the pool facilities. A person should wait seven days after the last symptoms before returning to the pool.

## Pool side rules for parents

- Only swimmers are allowed to remain pool side. Parents and spectators must go to the observation deck.
- Shoes are strictly forbidden on the pool side.
- To ensure that children have a safe return home, accompanying adults must be present when swimming lessons end.
- We recommend that parents or guardians remain in the building during swimming lessons.

## Behaviour and discipline

- Lifeguards and management reserve the right to impose sanctions or expel anyone from the premises, if a person refuses to follow the rules and regulations, interferes with standard operations classes or poses a threat to the security of other swimmers.

## Cancellation of a swimming lesson

- If there is a cancellation of a swimming lesson due to the closure of the pool (water contamination), the Centre will contact participants of classes affected as soon as possible. In case of inclement weather, cancellation of lessons or closure of the Centre will be announced on the Cancellation Info-line 384.DIEP (3437).
- A child pass and an adult pass for public swim will be given to all participants, if their swimming lesson has been cancelled (contamination or closure due to inclement weather).
- For logistic and uniformity reasons, classes will not be replaced.