

**FELIX'S SWIM SCHOOL**  
**AUTHORIZATION, RELEASE AND ACKNOWLEDGEMENT**

**Release:**(a) releases Felix's Swim School ("Felix's") from all claims and liabilities whatsoever arising from participation in or attendance at Felix's current or future programs by the undersigned, the undersigned's child(ren) or any associated spectator(s);

**Refunds/Credits:**(b) A refund will be given (less \$125.-administration fee per student per session) provided:

Notice of cancellation is received two weeks prior to the starting day of the session, provided we are able to fill your spot. No other refunds will be made, as your spot in the class has been reserved throughout the session(s).

A credit (less \$125.-administration fee) will be given if notice of cancellation is received during the session, and is for medical reasons and is supported by a medical statement. The amount of the monetary credit, as applicable, for each student will be equal to the paid tuition fee less a pro-rated portion of the lessons taken, used or elapsed prior to receipt of written notice of withdrawal, as applicable, including any lessons scheduled to occur less than 24 hours from receipt of notice of withdrawal and a per student administration fee of \$125.-

**All requests for monetary refunds or credits must be sent in writing to [info@felixswimschools.com](mailto:info@felixswimschools.com)**

**An administration fee of \$30.- will be applied to any time slot change, once it has been reserved.**

**Scheduling/Make-up Policy:**(c) acknowledges that the undersigned or the undersigned's child(ren) participating in a "Felix's" program will only be entitled to a **maximum of 2 make-up lessons per session** if the office has been contacted by telephone(personal message) **AT LEAST 24 HOURS** before the class to be missed. If prior notice of the absence (including the name, home telephone number and class time of the student) is not received, no make-up will be available. You are responsible to be in contact with "Felix's" after you have given the required telephone absence notification, to arrange a make-up class (based on availability). "Felix's" makes no guarantees that the student will have his/her regular instructor for the make-up lesson. No monetary refunds will be available for missed classes (whether or not "Felix's" has received prior notice). Make-up lessons may be used only during the current session. There will be no make-up lessons for the last class in each session. **There will be no make-up for make-ups.**

**Pool Closures** - In case of unforeseen circumstances the pool may be closed due to quality control or repair & maintenance. Students will receive a make-up class. **There are no refunds.**

**NSF Cheques:**(d) Any cheque returned due to non-sufficient funds must be replaced immediately with a new cheque covering the full amount owing, together with an administration charge of \$30.