

## **MISD LEARN TO SWIM POLICIES**

**These policies are built into the online registration process and cannot be modified. Transaction/processing fees assessed by our online services provider are non-refundable.**

Once online registration is complete, registrants will have “read only” access to their accounts. If you wish to make any changes to your child’s swim lesson schedule, you must contact the MISD Natatorium’s office during normal business hours: Monday – Thursday 7:30 am to 5:00 pm (the facility closes for lunch from 12 noon – 1pm). For your protection, our evening staff does not have access to your online accounts.

### **TRANSFERS**

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Requests for transfer between classes/levels must be made at least one week prior to the first day of class. There will be a \$10 fee for each transfer. Transfers less than one week prior to the first day of class are prohibited.

### **REFUNDS**

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Requests for full refund must be received at least one week prior to the first day of class. Swimmers withdrawn less than one week prior to the first day of class will receive a 50% refund. Swimmers withdrawn on or after the first day of class will not be refunded. All online transactions are assessed a non-refundable transaction/processing fee by Thriva/Active Network.