

## **Klahanie Cancellation Policy**

### **Private and Semi-Private Lessons**

The policies below, dictated by the Klahanie Pools Management, are regarding private and semiprivate swimming lessons.

- The Klahanie Management maintains complete discretion regarding the policies below and holds the right to request financial compensation for Private Lesson cancellation.
- All Private Lessons are to be cancelled a minimum of **24 hours** in advance. Private Lessons are not considered “cancelled” unless a **confirmation email** is sent confirming the request is received.
- Private lessons may not be cancelled due to weather conditions, unless the conditions are determined to be unsafe (i.e. thunder and lightning).
- Swimmers who fail to give cancellation notice for a Private Lesson will be charged in full for that lesson. This will result in the lesson **not** being rescheduled.
- Repeated failure to give cancellation notice may result in denial of future Private Lessons.
- If there is a need for cancellation due to **sudden illness** or **emergency**, there will be a \$15 cancellation courtesy fee. Please understand that we cannot compensate our instructors for "no-shows". *The fee may be waived at the discretion of Management.*
- Tardiness to a Private Lesson that exceeds 15 minutes will be counted as a failure to give cancellation notice and the full lesson price will be charged. The Private Lesson **will not** be re-scheduled.