



Before We Continue . . .

Please Note Common Policies and Procedures

Account Balance

Before enrolling a customer in a course, please be sure to check the family's account balance. All patrons must have an existing credit, or a zero balance to continue.

Preschool Policies

Mid session, a patron has priority registration, if they are currently enrolled, up until a week prior to the first class. After, registration is open to the public. Priority week, the last week of priority, is 3 weeks after the start of the session.

Transfer Conditions

In order for a client to transfer a class, ...

Is there anything special here?

Refund Policy

When a registrant requests a refund at least 10 city business days before the first class, they may opt to receive 50% refund by check or credit card OR a full credit to their CarlsbadConnect account. No refunds are to be provided after the deadline has passed.

Aquatics Abilities

Some clients may not know what ability they may fall under. Alga Norte offers placement tests on appointment for this determination. If a client wishes to enroll in an aquatics course, the same refund and transfer policy is applicable.