

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.

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.

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.

Enrollment Overrides

In some cases, you may receive an alert concerning requirements for the course. If a participant is outside the course age range, there is a one-month buffer before explicit approval is provided to you from the course instructor.

If the course is already full, you may not enroll the client in the activity. Instead, add their name to the waiting list and they will be called if a position opens.

Transfer Conditions

Awaiting Policy...