



Registration Policies

- All Registrations MUST be completed by an Adult 18 years or older. All policies require an adult to acknowledge them before registration is complete.
- Payment is NOT automatic- We will review the registration to be sure all necessary information is provided and if necessary, eligibility to participate in the course is verified (current certification for a recertification class). Then we will charge the card entered on file for the \$150 registration fee. This is usually done 24-48 hours within registration. The remaining balance is due at least 10 days prior to first class date. Then your registration is considered "complete".
- If there is a question about your registration, we will contact you to obtain necessary information before we can complete your registration. If there is no response within 48 hours we may withdraw your registration request.
- Class spots are limited – Once your registration is complete, you are guaranteed a spot in class. If you choose to withdraw more than 10 days prior to class, you will not owe the balance for your class but your registration fee is forfeited. If you wish to change classes more than 10 days prior to the first day of class, you may request a transfer.
- Transfer requests must be in writing and received more than 10 days prior to the first day of class. If there is space in the class you are transferring to and we are able to honor your request, an additional \$25 fee will be charged and collected at the time of the transfer.
- Any blended class (classes with an online portion and an in-person portion), student MUST have the online portion complete by the first in-person class. This is a requirement of the program that provides the online portion. NO refunds are possible for failure to start or complete the online portion by the first in-person day.
- Once the final payment is made (at least 10 days prior to the first in-person day), there are NO refunds of ANY kind. If there are extenuating or emergencies that occur which prevent attendance, please call/message us (ADMIN-Pat Hearl 704-497-1164, Brian Coffey 704-281-4986) as soon as possible to discuss options.
- For any class requiring a physical prerequisite (Lifeguard and Lifeguard related classes) we may offer an opportunity to be able to perform the prerequisite ahead of the first day of class. Schedules and availability vary depending on location and pool space. Please contact us by email or text to initiate an appointment.
- We will send emails with location, time and dates of class as well as the online and book links. The student is required to check email to receive these and follow directions given in a timely manner. Emails with links may end up in spam on the student's end, so the student is responsible for checking spam and communicating with us if email is not received in the timeline given at time of registration.
- All communication for students under 18 will include a parent or guardian. The communication for parents is informational, and is to help the parent coordinate transportation and class expectations.