



Refund/Credit Policy

Applicable to all QOSTC Swim Programs

Overview

Cancel with > 6 days notice* prior to start	Either a refund (-15%) OR a full credit onto your account
Cancel within 2-6 days prior to start with notice*	Either a refund (-30%) OR a credit (-15%) onto your account
Cancel day prior to or day of start with notice*	Either a refund (-60%) OR a credit (-30%) onto your account

Notice constitutes notifying by **email (kevin.vallario@ccacc-dc.org) with your name, your child's name, the name of the program/day that your child is registered for, your best contact phone number, and which refund/credit option you qualify for/or choose. If a refund should be issued, please allow up to 5 business days for amount to be refunded back to your credit card.*

Stipulations:

- If you cancel after the first day the program has started, no refund or credit will be issued.
- Failure to attend a program without prior notification will forfeit any consideration of a refund or credit.
- Only make-ups for classes cancelled by the instructor will be permitted and determined by the instructor.
 - Credit, refund, or make-up requests for any other reason(s) will be denied.