

Klahaya Refund Policy

As a general rule the club does not issue refunds for any of its programs or rentals. However, there are certain circumstances where a cancelation credit may be granted to offset the cost of future lessons, scrip or dues.

Pool Rentals:

- Pool rental cancelations by a member are not eligible for a cancelation credit.
- If the Club Manager cancels a member's reservation due to inclement weather (lightning) or other unforeseen circumstances such as evacuation and natural disaster, then you will be eligible for a full cancelation credit.

Swim & Tennis Team:

- A cancelation credit will be given in the event that your child does not have the necessary skills to qualify for participation on the team. After a short trial period, the Head Swim or Tennis Coach will make this determination and approve the cancelation credit.

Swim & Tennis Lessons:

- A lesson may be canceled by a member up until 7 days before the start date of each tennis or swim lesson, you will be eligible for a cancelation credit less a \$10 administration fee per lesson.
- If you must withdraw a participant from a class after the start of a session, a credit will only be given with written confirmation from the participant's doctor of a medical condition that prohibits participation in the class.
- If the participant is not promoted to the lesson level they are enrolled in, a full cancelation credit will be issued. Additionally, there is no charge to transfer your child between lessons provided there is space available.
- The club may postpone or cancel classes due to inclement weather or other unforeseen circumstances such as evacuation and natural disaster. Classes cancelled due to such will not be issued a cancelation credit. All efforts will be made to reschedule canceled classes when time allows.

Klahaya Bylaw Reference

Dues & Fees section 3.1 states that sums paid to the club shall not be subject to refund or remittance.