



# Triangle Aquatic Center

"Making a Splash in Our Community"



## Triangle Aquatic Center Certification and Re-Certification Class Policies and Rules

- In order to secure a spot in a certification class, the class must be paid in full prior to the start of the class. Participants may register online or at the Front Desk.
- TAC Programs policy does not offer refunds except under the following circumstances:
  - A full refund will be granted if the participant withdraws from a scheduled class prior to twenty-one (21) days before the class start date or if the participant is unable to attend the class due to medical reasons. A doctor's note signed, dated, listing date of injury, and the duration of 'out of water' time requirement must be provided.
  - A 50% credit can be granted if one withdraws themselves from a class less than twenty-one (21) days before the class start date. **A CANCELLATION WITHIN 48 HOURS OF A SCHEDULED CLASS IS INELIGIBLE FOR A REFUND OR CREDIT WITHOUT A VALID MEDICAL EXCUSE PROVIDED BY A LICENSED PHYSICIAN.**
- Once the class begins, no refunds are issued. If you fail to complete the necessary prerequisites (on-line training portion), you may transfer to a class at a later date, if available.
- Class transfers with a minimum of a 72-hour notice are free of charge, space permitting. Transfers with less than 24-hour notice are considered a no-show and will require an additional purchase of the missed class, if available.
- If a participant fails the class, Triangle Aquatic Center does not offer discounted rates for participants retaking classes.
- If a participant is caught cheating, Triangle Aquatic Center reserves the right to permanently dismiss participant from the class without a refund or certification.
- Triangle Aquatic Center reserves the right to cancel or combine classes with low registration numbers. If TAC cancels or combines classes, we will contact each existing registrant prior to the program start date, and the registrant may be asked to choose another class time.
- Triangle Aquatic Center reserves the right to combine any full certification classes and re-certification classes.

Updated February 2021

Triangle Aquatic Center reserves the right to update these policies at any time