

Learn to Swim Policies

Cancelation Policy

If you must cancel a class, please call (903) 237-1270 at least **5 business days before** the class begins. You may choose to transfer to another class, or to receive your money back (see policies below). You will be notified if a class is canceled due to low enrollment.

Inclement Weather Policy

Due to our tight scheduling, it is extremely difficult to have makeup days. We adhere strictly to this policy:

- First Rainy Day: is Safety Day. Students will watch Red Cross water safety and stroke performance videos.
- Second Rainy Day: will be used to practice and review safety and swimming skills in the classroom.
- Three or more Rainy Days: classes will be moved to Friday at the usual time.

Refund Policy

Refund requests must be submitted using the Refund Request Form, which can be found by going to longviewtexas.gov/LTS. The completed form will need to be submitted to parksinfo@longviewtexas.gov. Between initial registration and the registration deadline, a \$5 service fee will be assessed.

- Between the registration deadline and the first day of class, 50% of the fee is refundable.
- No refunds will be issued after the first day of class.

Transfer Policy

Transfers may only be made before the registration deadline for a class.

There is a \$5 fee for each transfer unless it meets one of the following conditions:

- The student's instructor recommends that he or she move up or down a level (usually within the first 2 days).
- The student completes a course and must repeat it but is already registered in a later session for a higher level class.
- The student completes a course but is already registered for the same level course in a later session.