

# **COSPA Cancellation Policy**

## **Public Swim Cancellation Policy**

Public swim times are not refundable or transferable.

Swim times will proceed through rain or cooler temperatures, but not through mechanical failures or unsafe weather (lightning, hail, heavy smoke) as deemed by the lifeguarding team.

If facility staff cancels a swim time (due to unsafe weather or mechanical failure) before the designated start time, patrons will not be allowed to enter the facility. A credit will be issued by the pool to the swimmer. Credits are good until the end of the season.

If patrons have started their designated swim time, but must evacuate the pool due to unsafe weather, no refunds or credits will be issued. The pool may remain closed until weather conditions improve.

## **Swim Lessons Cancellation Policy**

Swim lessons must be paid for at the time of booking. Swim lessons are not refundable or transferable.