



Liquid Lifestyles, Inc. • P.O. Box 40268, Bay Village, OH 44140 • info@LiquidLifestyles.com • www.LiquidLifestyles.com

INITIAL CONSULTATION:

- A one-time, non-refundable, initial consultation fee (rate varies by coach / location) is required by ALL new participants and is due at scheduled time. Consultations will run approximately 30 min in length. Lesson packages may be purchased at this time.

PAYMENT / BILLING:

- Payment for all swim lesson packages and/or single lessons must be paid in full on or before the date of your first scheduled session. Acceptable forms of payment include cash, check, or charge. **Credit card processing is available for all services on our website: www.LiquidLifestyles.com.**
- All swim lesson packages, including gift certificates, will expire **one calendar year** from the date of purchase. Lesson packages are **non-transferable** and must be completed in full by the individual cardholder.

CANCELLATION:

- All cancellations must be made at least **24 hours** in advance. Same-day cancellations will be charged in full and will not be rescheduled. The same policy applies for "no shows." It is under the discretion of the instructor if lessons may be rescheduled for emergency situations only.
- Semi-private lessons of 2-3 students must be conducted with all persons in attendance. It is the responsibility of the group to verify that all participants can be in attendance at each session.
- All lessons will run within the time frame allotted for and will not be adjusted due to a late arrival.

REFUNDS:

- If you are unable to complete your swim lesson package, for medical reasons only, a credit will be issued for your remaining sessions. A note from your physician validating your cessation will be required to obtain credit.

SCHEDULING:

- Participants are responsible for contacting and scheduling lessons and are not guaranteed that those times / days will be available. Days / times / facility arrangements may change without notice. Pool schedules and availability vary by coach and can be accessed online under the "Coach Contact" link.

If you have any further questions regarding the Liquid Lifestyles, Inc. Policy please write to: info@LiquidLifestyles.com