

CIRCLE C AQUATICS

PROGRAM POLICIES

MASTERS

Drop Ins

Before registering for Masters, any interested parties are allowed one drop-in visit to try out the class. Anyone wishing to try out the class must email Admin@ccswim.net with the date they plan to drop-in and fill out the Pool Tag Form or Guest Registration Form prior to attending.

There is only one drop-in allowed per person.

After dropping in, the participant must fill out the registration form in order to attend the class again. Masters registration forms must be completed by the participant themselves and contain valid billing information in order to be processed.

Registration

There are three registration options for Masters:

Drop-In: The Drop-In registration means you will pay a fee **upon entry** each time you attend the Masters Class.

10-pack: The 10-pack allows you 10 entries to Masters classes to be used at any time. The entries do not expire. 10-packs are offered at \$60/residents, \$70/non-residents. To purchase additional 10-packs, email Admin@ccswim.net.

Monthly Membership: The monthly membership is billed on the first of every month and costs \$60/month for residents, \$70/month for non-residents. Memberships purchased on or after the 16th of the month are prorated by half. **Memberships must be cancelled on or before the 25th of the month to not be billed for an additional month.** All cancellation requests must be made to Admin@ccswim.net.

Registration is not complete until an email confirmation has been received.

Check-In

- Each Masters participant should check-in at the front desk with their pool tag or name and **notify the front desk that they are attending Masters.**
- **If you are attending as a first-time drop-in, let the front desk know you are using a drop-in.**

- Non-resident Masters participants may not check-in to the facility more than 15 minutes prior to their program start time and may not enter the water until the start of the program. Once Masters ends, any non-resident participants must exit the water immediately and should exit the facility no more than 15 minutes after the end of the program.
- If any Masters participant arrives late, they may join the class but will not be allowed to remain late to make up the time.

Cancellations

Any Masters class cancelled by Circle C aquatics due to weather, mechanical failure, biohazard, or other incident, will not be made up.

Any class cancellation notifications will be made by the Masters Coach via email.

Coaching

The masters coach may occasionally be absent from class. In those instances, a workout will be posted on a whiteboard out on the deck and class will be held as normal. Any coach absences will be communicated ahead of time via email.

Refunds

If a class is cancelled due to weather, mechanical failure, biohazard, or other incidents and less than 30 minutes of the class were able to be completed, **participants using the drop-in and 10-pack membership may request a refund by emailing Admin@ccswim.net.** Refund requests must be made within 24 hours of the cancelled class in order to be considered.

If more than 30 minutes of the class were able to be completed, no refunds will be issued for cancelled Masters classes, regardless of the participant's arrival time.

Absolutely no refunds will be offered for partially-used 10-packs or for monthly membership holders.

There are no refunds due to coach absence.