Scuba, Snorkeling, Freediving and Mermaid Cancelation Policy

Please understand that appointment times are limited due to the size and maximum bather load of our pool, and the number of classrooms we have on site. If you must cancel your appointment, we respectfully request 48 hours notice. Missed appointments, or appointments canceled within 48 hours of the scheduled start time, will not be refunded or credited.

General cancellation policy:

- Full payment for any scheduled classes must be made upon scheduling the class. If payment is not made upon booking, your spot in a class may not be held.
- SSI online materials are non-refundable.
- If you need to cancel or reschedule your class, we require 48 hours advance notice. Any reserved class times canceled less than 48 hours in advance will not be refunded or credited unless we are able to book the opening that is created by your cancellation.
- If we are able to book the time that is open due to your last minute cancellation, you will only be refunded or credited for the number of spots we are able to fill. For example, if a family of four cancels, and we are only able to fill one student's spot, you will be refunded or credited for one student's tuition. The amount that is refunded or credited back to you will be respective to the portion of the total time of your canceled class that we are able to fill with other classes.
- In the event that you cancel or reschedule a portion of a class that takes multiple appointments to complete, and your cancellation or rescheduling request is not received within 48 hours of the appointment, a $45 rescheduling fee will apply if you wish to continue with your class and complete the class or pool session that you missed

Cancellation policies for specific class types:

- **Open Water Diver, Stress & Rescue, Science of Diving, and Freediving <u>group</u> classes:**
    - Tuition for cancellations received at least 48 hours in advance can be refunded or credited.
    - Cancellations received less than 48 hours in advance will not be refunded or credited unless we are able to fill the open spot.
    - Any portion of the class that is missed can be rescheduled for a $45 per person rescheduling fee, per 3-hour time slot that is rescheduled.
- **Open Water Diver, Stress & Rescue, Science of Diving, and Freediving <u>private, semi-private, or custom</u> classes:**
    - Any classroom or pool sessions canceled or rescheduled less than 48 hours in advance of that appointment will incur a $45 rescheduling fee per student, per 3-hour appointment that is rescheduled
- **Monday night pool practices:**
    - Any student who cancels or reschedules a complimentary Monday Night pool practice with less than 48 hours notice will not be permitted to sign up for anymore Monday night pool practices.
    - If a student has missed two Monday night pool practices and is therefore not permitted to schedule anymore, but still wants some practice time in the pool, they may schedule a private pool practice. The private pool practice is scheduled on a custom basis at the rate of $45 per student. The $45 pool practice fee will be collected upon scheduling, and will not be refunded or credited if it is canceled or rescheduled within 48 hours of the appointment.
- **<u>Group</u> Scuba Skills Update classes:**
    - Cancellations received at least 48 hours in advance can be refunded or credited.
    - Cancellations received less than 48 hours in advance will not be refunded or credited unless we are able to fill the open spot.
- **Scuba Rangers camps and introductory and advanced programs:**
    - Payment for the full Scuba Rangers program will be collected upon enrollment in the program.
    - Once the program has started, any missed session(s) throughout the program will not be refunded or credited.
    - A makeup for any missed sessions may be scheduled for a $45 per student rescheduling fee.
- **Scuba Rangers standalone events**
    - Payment for Scuba Rangers events is required upon enrollment. Cancellations received within 48 hours of the start of the event will not be refunded or credited.
- **Snorkeling, Try Scuba, Ty Mermaid, Try Freediving, scuba birthday parties, and private Scuba Skills Update classes:**
    - Payment is required upon enrollment. Cancellations received within 48 hours of the start of the appointment will not be refunded or credited.

How to submit a cancellation request:

- Option 1: email scuba@denverdivers.com and include in your email the class that you are scheduled for, and whether or not you wish to reschedule.
- Option 2: submit a cancellation request through the iClassPro Customer Portal