

KNF Refund Policies

CLASS REFUND POLICY:

Prior to the class start date, a two-week notice of cancellation is required for a full refund and a one-week notice is required for a 50% refund. No refund will be given for cancellation inside of the one-week time frame and once class has started. We do understand that people get sick and emergencies arise. We will do our best to work with you by scheduling make up days &/or switching to a different class time or session.

PRIVATE/SEMI-PRIVATE/SMALL GROUP REFUND POLICY:

KNF requires a 48 hour notice to cancel these types of lessons in order for you not to be charged for them. We do understand that people get sick and emergencies arise. If this happens within 48 hours of your scheduled lesson, we will be happy to reschedule you for another day/time slot. You are allowed 2 of these "illness/emergencies" without repercussions. However, if it happens 3 or more times, then you will be dropped to the bottom of the Private/Semi-Private/Small Group scheduling list &/or possibly not allowed to re-enroll for the season.

SKILLS KITS & VIRTUALS REFUND POLICIES:

There are no refunds offered for the KNF Skills Kits or Virtual Lessons. We are confident that they will be both useful & fun for your swimmer(s).