

NECC REFUND POLICY

- A full refund is available if the participant withdraws at least three days prior to the start of the class or activity.
- If the participant withdraws less than three days but at least 24 hours prior to the start of the class or activity, NECC will credit the participant's NECC account for the full amount paid for the class or activity, less a 10% administrative fee.
- If the participant withdraws fewer than 24 hours before the class begins, NECC is unable to provide a refund or credit.
- If NECC cancels a class due to inclement weather, NECC will schedule a makeup class, if possible. If a makeup class is not possible, NECC will post a pro-rated credit to participant's NECC account that may be used for any NECC class or fee. Participant may request a refund in lieu of this NECC account credit.

Private Swim Lessons: If three or more lessons are scheduled, the first scheduled lesson is considered the start of the class or activity.

