

## **Class or Program Cancellations and Refunds**

Classes or programs often have a minimum enrollment number that must be met. If a class or program is cancelled due to low enrollment, participants will be notified in advance and given the option to transfer to another session, class, or program. Full refunds may also be requested. No refunds will be issued once classes or programs have begun.

## **Birthday Party, Cabana Rentals, and Private Pool Rentals Cancellations**

Birthday parties, cabana rentals, and private pools rentals may be booked starting on January 2<sup>nd</sup> of that calendar year. A deposit equal to one hour of the rental is due within three days of booking the rental. Refunds or credits will be given for rentals cancelled by the City of Kirksville due to weather or other unforeseeable circumstances, and for any rental cancelled at least 48 hours in advance.

## **Daily Admission, and Pool Passes**

No refunds will be issued for daily admissions or pool passes. This includes instances of inclement weather and other unforeseeable occurrences that would require the immediate closure of the pool. The City reserves the right to discontinue service at any time to any patron who does not comply with the rules and regulations of the Kirksville Aquatic Center.

To terminate a pass on automatic payments, the City of Kirksville must be given written notice 30 days prior to the next scheduled payment date. Additionally, any changes to the bank account used for pass fees must be made in writing at least 30 days prior to the next scheduled payment date.

The City of Kirksville reserves the right to increase pass fees as necessary and will notify all monthly reoccurring pass holders via email at least 60 days in advance.