

Aquatics Cancellation Policy

1.0 Policy Statement

The Summit Centre will apply the following criteria when a swimming session or program is cancelled while in progress.

2.0 Background

There are occasions where swimming or an aquatics program will be cancelled. This policy provides clarity to patrons and staff of drop-in, registered, and lesson programs.

3.0 Related Procedure

Drop-In Programs

If there is a need to cancel a swim early, swimmers will receive a free swim pass for a return visit. For some patrons a free swim pass for a future time may be of no value; in this case a full refund may be issued by Customer Service Staff.

If a patron pays for a swim and it is cancelled prior to them entering the water, they will be issued a full refund.

Registered or Rental Program


If there is a need to cancel a program or rental early, swimmers will receive a credit for the program or rental.

For registered swim lessons, credit for the class will be applied by the Aquatic Leader.

For rentals, credits will be applied to the invoice by the Scheduling Administrator as advised by the Aquatics Supervisor.

All credits will be applied within 7 days of the event.

4.0 Approvals



Steve Kent, Chief Administrative Officer

February 20, 2018

Date