

Aquatics Division: Refund Policy

Lessons:

The schedule for City of Albuquerque Learn to Swim Lessons is provided to individuals before they register and pay for classes. If an individual is unable to make one of the scheduled dates, there will not be a make-up opportunity and there will be no refund for any classes missed. If you are unable to make the class for any reason and you need to cancel, you will receive a credit that can be used for future lesson registrations.

Refunds: provided only in the event of a medical emergency. All refunds must be requested from the Aquatics Coordinator or Pool Manager.

Pool Rentals:

A rental deposit is required for all pool reservations; in most cases, the deposit is non-refundable and will be applied to the cost of entire pool rental. However, rental deposits will be fully refunded if the City cancels a reservation due to pool mechanical failure or inclement weather. If you decide to cancel your reservation for any reason, the remaining balance will be waived only if the cancellation request is received no less than 7 days prior to the pool rental date; the deposit will not be refunded for cancellations not initiated by the City of Albuquerque.

Pool rules are posted at each facility. If any individual associated with the rental refuses to follow pool rules and rental guidelines, the rental is considered forfeited and rental fees will not be refunded.

Pass Memberships:

If you are not able to utilize your pass, you must notify the Aquatics Coordinator or Pool Manager. It is possible to receive a refund or a credit for the pool pass you purchased. If the pass has been utilized, the refund/credit will be pro-rated based on use. If a day pass is purchased and the pool must close for mechanical failure or inclement weather, a rain check will be provided to be used for a future pool visit.

****All refunds will be sent via check in the mail and will take between 4 – 6 weeks to process****