

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 for lessons are provided only in the event of a medical emergency. All refunds must be requested from the Aquatics Coordinator or Pool Manager. If the City cancels a lesson due to mechanical failure, chemical imbalance or inclement weather, all efforts will be made to make up the class. If a class cannot be made up, a pro-rated refund will be issued as either a credit or direct monetary refund.

Wristbands:

Wristbands are sold for a specific date and session time. Wristbands are not transferrable to a later date or time. Rainchecks or refunds will be issued in the case of closure for inclement weather or other pool closures.

Unused wristbands will not be refunded after the date and time for which they were purchased has passed or if more than 30 minutes have passed since the session start time.

Refunds will not be issued if pool access is restricted due to improper swim wear or if a patron is asked to leave the facility due to misconduct.

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, inclement weather or other reason. The deposit will not be refunded for cancellations not initiated by the City of Albuquerque. 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 calendar days prior to the pool rental date.

Pool rules are posted at each facility. If any individual associated with the rental refuses to follow pool rules and rental guidelines and such refusal may compromise safety or result in damage to the facility, 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, inclement weather, or other reason, 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.****