

Float First TX Policies

Cancellations, Account Credits, Refunds, and Inactive Accounts

Cancellation Policy

Fees will be charged to your account based on how far in advance of the session start date you cancel your classes. *See below*

We handle cancellations via account credits. This helps us save on fees charged by payment processing services like PayPal and Venmo. *See Account Credits Policy*

Account credits are refundable when you close your Float First TX account. *See Account Closure/Refunds below*

- Cancellations with 2-weeks(+) notice will incur no fees.
- Within 7-14 days of your start date: first week's tuition is charged.
- 7 days or less: first 2 weeks tuition is charged.
- Session tuition is non-refundable and non-creditable after the beginning of a session.

Account Credits Policy

When you purchase lessons in a session, we charge the expected session tuition. If we have to cancel lessons for any reason, we will credit your account the dollar amount for the class(es) missed ("unused lesson tuition"). ****Unused lesson tuition is not refundable, unless you are closing your account.****

Unused lesson tuition is functionally the same thing as store credit. You may use it on more lessons, swim meet sign-ups, Priority Scheduling costs, swim equipment from our store, etc. We operate this way because we expect to see you again within the year, and we pay transaction fees every time payments are swapped between us. Refunding all unused tuition would result in significantly higher lesson fees for everyone.

Account Closure/Refunds Policy

If we are not going to see you again for more than a year (or ever), it is time to close your account. When closing your account, your unused lesson tuition is refundable.

*Refunds will incur a 4% fee to cover our transaction fees.

**Bad Actors Note: If you reopen a closed account less than one year after it was closed, you will be charged transaction fees on your first session's tuition.

Inactive Account Fees

If the last lesson on your account was greater than one year ago, your account will be marked inactive. Inactive accounts will incur a quarterly \$25 account maintenance fee. Inactive accounts with \$0.00 balances will be closed.