POLICIES

- Only one family per registration form.
- All activities, dates and fees are subject to change.
- Age level indicates the participant must be that age by the first day of class. We reserve the right to ask for proof of age for any class with an age restriction.
- No registration will be taken over the phone.
- Participants may not make up classes which have been missed. Class makeups will be made due to Department cancellations only.
- When registering, if the class is full, your name will be placed on a waiting list and you will be notified by phone. If a space opens or a new class is created, you will be notified. IF WAITLISTED, DO NOT ATTEND THE FIRST CLASS IF YOU HAVE NOT BEEN NOTIFIED TO DO SO.
- Program/class will be cancelled if minimum enrollment is not met. A full refund will be provided (excluding online non-refundable convenience fee).
- Returned checks will incur a \$20 service charge.
- See Aquatics & Fitness pg. 73 for additional swim lesson policies and procedures.

REFUND POLICY

- Online registrations are subject to a non-refundable convenience fee.
- Patron-requested refunds are only given if requested no later than 3 working days after the first class meeting.
- Credit may be left on your Parks & Recreation account when a withdrawal from a program takes place prior to the 3 day cancellation deadline.
- 1 Day Workshops, Trips, & Camps: Patron requested refunds/credits must be requested no later than 7 working days prior to the programs start date. No refunds/credits will be given if requested after the 7 day deadline.
- Some programs may have special refund/credit restrictions. These restrictions will be stated in program descriptions.
- Refund/Credit requests may be made by phone, fax, in person or in writing during regular business hours (excluding online nonrefundable convenience fee).
- Patron requested refunds will incur a \$20 processing fee.
- Full refunds will be given for classes cancelled by the Department.
- See Aquatics & Fitness pq. 73 for swim lesson refund policies.

Confirmation/Receipts

Confirmation/receipts will be e-mailed or snail mailed when a self-addressed, stamped envelope is provided.

Scholarships

Scholarships are available for eligible applicants. For more information, visit millvalleycenter.org or call (415) 383-1370. Donating to our scholarship fund can provide recreational activities for financially challenged families. Your donation is tax deductible. You may donate any amount you wish directly on your registration form.

Americans with Disabilities Act:

The City of Mill Valley does not discriminate against any individual with a disability. Upon request, City publications, programs and activities will be made available in an alternate format to persons with disabilities.

FOUR EASY WAYS TO REGISTER...

ONLINE

Begins February 24, 7am mvprGoPlay.org

Login and PIN needed. Go to mvprGoPlay.org and follow link on home page or call (415) 383-1370.

MasterCard, VISA AmEx, and Discover are accepted for online registrations.

Online registrations are subject to a non-refundable convenience fee.

FAX-IN

Begins February 24
Fax: (415)383-1377
24 hours a day using
MasterCard, VISA AmEx, or
Discover

MAIL-IN

Begins February 24 M.V.P.R. 180 Camino Alto, Mill Valley, CA 94941 using check, money order or credit card.

WALK-IN

Begins March 3 M.V. Community Center 180 Camino Alto Mill Valley, CA 94941 during business hours.

See page 2 for Center business hours.

All registrations submitted by fax or mail before the first day of registration will be entered beginning at 9am on February 24th with no priority given. Online registrations are recorded at the completion of the transaction.

Some programs have special registration dates and procedures. See individual programs for details.

MILL VALLEY SWIM SCHOOL

Swim Lesson Registration Info

Mail/Fax/Online: Monday, February 24th

Walk-in: Monday, March 3rd

SPRING DATES

Monday Privates

Session 1: 3/10, 3/17, 3/24, 3/31, 4/7 (5 Lessons) Session 2: 4/21, 4/28, 5/5, 5/12, 5/19 (6 Lessons)

Tuesday Privates

Session 1: 3/11, 3/18, 3/25, 4/1, 4/8 (5 Lessons) Session 2: 4/22, 4/29, 5/6, 5/13, 5/20, 5/27 (6 Lessons)

Wednesday Privates

Session 1: 3/12, 3/19, 3/26, 4/2, 4/9 (5 Lessons) Session 2: 4/23, 4/30, 5/7, 5/14, 5/21, 5/28 (6 Lessons)

Thursday Privates

Session 1: 3/13, 3/20, 3/27, 4/3, 4/10 (5 Lessons) Session 2: 4/24, 5/1, 5/8, 5/15, 5/22, 5/29 (6 Lessons)

Tuesday/Thursday Groups

Session 1: 3/11, 3/13, 3/18, 3/20, 3/25, 3/27, 4/1, 4/3, 4/8, 4/10 (10 Lessons)

Session 2: 4/22, 4/24, 4/29, 5/1, 5/6, 5/8, 5/13, 5/15, 5/20, 5/22, 5/27, 5/29 (12 Lessons)

Saturdays Lessons

Session 1: 3/15, 3/22, 3/29, 4/5 (4 Lessons) Session 2: 4/26, 5/3, 5/10, 5/17 (4 Lessons)

Sundays Lessons

Session 1: 3/16, 3/23, 3/30, 4/6 (4 Lessons) Session 2: 4/27, 5/4, 5/11, 5/18 (4 Lessons)

BRIDGE LESSONS

Tuesday & Thursday Privates

5/27, 5/29, 6/3, 6/5, 6/10, 6/12 (6 lessons)

SUMMER LESSONS

Mon - Thurs Morning & Afternoon Options

No Classes Week of 6/30 - 7/6 Session 1A: 6/16 - 6/19 (4 Lessons) Session 1B: 6/23 - 6/26 (4 Lessons) Session 2: 7/7 - 7/17 (8 Lessons) Session 3: 7/21 - 7/31 (8 Lessons) Session 4: 8/4 - 8/14 (8 Lessons)

Saturday Lessons

6/21, 6/28, 7/12, 7/19, 7/26, 8/2, 8/9 (7 Lessons)
* No Class 7/5

Sunday Lessons

6/22, 6/29, 7/13, 7/20, 7/27, 8/3, 8/10 (7 Lessons)

* No Class 7/6

Swim Lesson Policies, Procedures & Refunds

- If the session has not yet started, Refunds/Credits/Transfers may be requested a minimum of 2 working days prior to the start of a session. No refunds, credits or transfers will be provided less than 2 working days in advance.
- All refund requests will be charged an administrative fee of \$20, even if made within our refund policy timeframe. If you want to leave a credit on your account, no fee will be accessed.
- We are sorry but, we cannot provide refunds, credits or make-up classes for missed classes. Even if you miss a day (or more) you must pay for the entire session of lessons.
- Private Swim Lessons are 30 minutes in length. There is a semiprivate lesson option. Registration for semi-private lessons will only be accepted if two students are registered together and are of similar skill ability. Lessons must be paid for in full before start of lesson.
- Specific instructors or genders of instructors are not guaranteed in group or regular private lessons. Please request customized private lessons for a specific instructor.
- To maintain consistency and quality of our swim lesson program, new students will NOT be allowed to register for swim lessons after the end of the 3rd class. Only a senior staff member may transfer your child during the session if he/she believes the other class may be a better fit for your child.
- If your child is having a challenging time in swim lessons or you
 have developed a scheduling conflict, you have until the end of
 the 2nd day of lessons to notify us in writing to withdraw from
 the course to receive a prorated credit or refund. After the 2nd
 day of class, you will be charged the full amount of the course.
 No Exceptions.
- If the drop deadline has passed, we are **NOT** able to offer you make up lessons, a credit or refund for the rest of your lessons. Even if your child is sick, we are unable to withdraw your child and provide you a refund. If a **serious** illness, injury or circumstance occurs you **may request** an exception. You will be charged for the lessons you have already attended and may be provided with a 50% prorated credit of the remaining lessons. **Documentation will need to be provided and this is not guaranteed**. **Approval subject to each circumstance**.
- A full refund will be made only if the class is cancelled by the Department. If the Department cancels a class, any fees will remain on the customer's account until a request for refund is made in writing.
- If your session or a single class is cancelled by the Department due to unforeseen circumstances, an automatic credit will be placed on your account. It is your responsibility to request a refund.
- If our regular schedule of group or private lessons does not fit your schedule or needs, you may request Custom Private Lessons for an additional fee. Please see page 76 for more information on Custom Private Lessons.

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INFO FITNESS KIDZWATCH AQUATICS SCHEDULES SWIM LESSONS