Private Lesson Cancellation and Rescheduling Policy

Drafted November 2026
Operationalize January 1, 2027

Effective for all lessons scheduled on or after January 1, 2027, including lessons in packages purchased before that date.

This policy applies to all YMCA of the North Shore private and semi-private lessons, including recreational and competitive swimming, recreational and competitive gymnastics, competitive cheerleading, and recreational and competitive sports. The same rules apply whether you purchase one lesson or a package of lessons.

For each private lesson, we reserve space and schedule an instructor for you or your child. We pay instructors for that scheduled time. This policy explains how cancellations, refunds, and schedule changes work.

Rescheduling a Lesson

To request a different lesson date or time, send us a written request at least 7 days before your scheduled lesson.

We can approve a new time only if an instructor and space are available. We cannot guarantee another date or time.

Your new lesson must take place before the current program session ends or within 30 days of your original lesson date, whichever comes first. You cannot transfer lesson fees or credits to another person.

You may reschedule each lesson once. If you cancel the new lesson date, you will not receive a refund, credit, or another chance to reschedule unless you qualify for an exception under this policy. An approved exception allows rescheduling only.

Late Cancellations and Missed Lessons

If you cancel a lesson with less than 7 days' notice, it counts as a missed lesson.

If you do not attend your lesson and have not notified us, it also counts as a missed lesson.

Missed lessons are not eligible for a refund or credit. You may reschedule a missed lesson only if you qualify for an exception under this policy. We will still pay the instructor for the scheduled time.

If you arrive late, your lesson will still end at its original time. If you arrive more than 15 minutes late, we may count the lesson as missed.

Refund Eligibility

If we receive your written cancellation request at least 7 days before the lesson, you may request a refund or ask to reschedule. Approval is not guaranteed. We review refund requests under the YMCA's standard refund procedures, and an administrative fee may apply.

With less than 7 days' notice, you will not receive a refund or credit. You may reschedule only if you qualify for an exception below. If the lesson has already been rescheduled once, the rules under Rescheduling a Lesson apply.

Exceptions

If one of the following circumstances prevents you or your child from attending, you may request an exception to reschedule the lesson:

- Serious illness or injury, supported by written documentation from a licensed physician. The note must confirm that you or your child could not attend the scheduled lesson. A diagnosis or other private medical details are not required.
- A death in the participant's immediate family, limited to a parent or sibling.

Submit your request in writing to the Program Director or the staff member they designate within 7 days of the missed lesson. We may ask for supporting documents. If your request meets the exception criteria and is approved, we will offer the opportunity to reschedule, subject to instructor and space availability and the rescheduling deadlines above. An approved exception does not provide a refund or credit.

If the YMCA Cancels

If we cancel your lesson because an instructor is absent, the facility is closed, the weather is unsafe, or another operational issue occurs, you may choose:

- A new lesson date;
- A credit toward a future private lesson; or
- A refund for the lesson we canceled.

A lesson we cancel does not count toward your one permitted reschedule. The limits on participant cancellations do not apply when the YMCA cancels.

How to Request a Change

Submit cancellation, refund, rescheduling, and exception requests in writing to your local YMCA Program Director or the staff member they designate. Include the participant's name, the scheduled lesson date and time, and the change you are requesting. Contact your local YMCA program staff for the correct submission method. Notice is based on when we receive your written request. Telling your instructor verbally does not count as a written request. An instructor may manage written requests only if authorized by the Program Director.

Instructors cannot promise refunds, credits, or exceptions on their own.

Accepting This Policy

By registering for or buying a private or semi-private lesson, you confirm that you have reviewed and accepted this policy. For a child, the parent or guardian accepts the policy.

For on the Web Policy Page:

Private and semi-private lessons require the YMCA to reserve dedicated facility space and schedule an instructor specifically for the participant(s). Lessons are nonrefundable within 30 days of the scheduled date. Rescheduling requests must be submitted at least 7 days in advance and are subject to instructor and facility availability. Missed lessons or cancellations made less than 24 hours in advance are not eligible for a refund, credit, or rescheduling.