



# MACRO CANCELLATION & RESCHEDULING POLICY

Boston Sailing Center has cancellation and rescheduling policies in place to properly staff and plan for your course. We ask that you give us enough notice (as listed below) to cancel or reschedule your course. When a course fills, we often must turn away new students, and cannot make up for lost revenue due to last minute cancellations. We do understand that things do come up and we will make every effort to accommodate you within our listed policies.

## MACRO COURSE CANCELLATION POLICY

A Macro program is considered active and confirmed two weeks prior to the start of your Learn to Sail Course. This means that once you hit the 14-day mark, courses within the Macro may not be refunded, but they may be rescheduled according to their individual rescheduling policies as listed below.

### CANCELLING WITH GREATER THAN 14 DAYS' NOTICE TO THE START OF LEARN TO SAIL

If you cancel the whole Macro program with greater than 14 days' notice from the first day of your Learn to Sail course, you will receive a full refund. If you paid with a credit card, BSC will retain a 3% fee of the total amount paid. Cash and check payments will be refunded in full.

### CANCELLING WITH 0-13 DAYS' NOTICE TO THE START OF LEARN TO SAIL

If you cancel the whole Macro program with 0-13 days' notice, no refund will be given, but you do have options for rescheduling below.

*The next sections explain the rescheduling policies for individual courses within your Macro program:*

## LEARN TO SAIL + ADVANCED RESCHEDULING POLICY

### RESCHEDULING WITH GREATER THAN 14 DAYS' NOTICE

If you reschedule with greater than 14 days' notice from the first day of your course, you may reschedule into any open course with no additional fees or waiting periods.

### RESCHEDULING WITH 0-13 DAY'S NOTICE

If you need to reschedule within 0-13 days before the first day of class, we can reschedule you on a space available basis. This means that if there is an extra space in a course, you may take it at no additional cost. You will go onto a waitlist for the course you would like to schedule into, and BSC will contact you if the space is still available.

***Space available students will be officially added and confirmed to a course no sooner than 48 hours prior to the first day of class.***

### CANCELLING INDIVIDUAL LEARN TO SAIL AND ADVANCED SESSIONS

If you need to miss a classroom session, please let us know as far in advance as possible and we will inform you of make-up times. If you need to cancel a water session, please give us as much notice as possible - at least 24 hours. Cancellations with less than 24 hours' notice can be made up at the private lesson rate.

Giving us sufficient notice allows us to open a space to others who may also need to make up a class. It is the student's responsibility to contact the center to organize a make-up.

### HOW TO MAKE UP A LEARN TO SAIL OR ADVANCED CLASS

All sailing make ups are on a space available basis, meaning if there is an extra spot for the session you missed in another course, you are welcome to take it. For online classroom sessions, we can send you a pre-recorded session from a previous course.

If you need to make up a single water session, please contact the office directly. Availability is very limited, and you may need to wait several weeks before a session becomes available. If you would like to make up a session on the sooner side, we may be able to reschedule you individually for an additional fee. Reach out to the office for specifics.

## NIGHT SAILING + RACING RESCHEDULING POLICY

### RESCHEDULING WITH GREATER THAN 14 DAYS' NOTICE

If you reschedule with greater than 14 days' notice from the first day of your course, you may reschedule into any open course with no additional fees or waiting periods.

### RESCHEDULING WITH 0-13 DAY'S NOTICE

If you need to reschedule within 0-13 days before the first day of class, we can reschedule you on a space available basis. This means that if there is an extra space in a course, you may take it at no additional cost. You will go onto a waitlist for the course you would like to schedule into, and BSC will contact you if the space is still available.

***Space available students will be officially added and confirmed to a course no sooner than 48 hours prior to the first day of class.***

## CRUISING + COASTAL PASSAGE MAKING COURSE RESCHEDULING POLICY

### RESCHEDULING WITH GREATER THAN 30 DAYS' NOTICE

If you reschedule with greater than 30 days' notice from the first day of your course, you may reschedule into any open course with no additional fees or waiting periods.

### RESCHEDULING WITH 0-29 DAY'S NOTICE

If you need to reschedule within 0-29 days before the first day of class, we can reschedule you on a space available basis. This means that if there is an extra space in a course, you may take it at no additional cost. You will go onto a waitlist for the course you would like to schedule into, and BSC will contact you if the space is still available.

***Space available students will be officially added and confirmed to a course no sooner than 7 days prior to the first day of class.***

*Note: Cruising and Coastal Passage Making courses tend to sell out, so space available rescheduling is not always an option.*