



## REFRESHER AND ELEMENTARY NAV 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.

### COURSE CANCELLATION POLICY

#### CANCELLING WITH GREATER THAN 14 DAYS' NOTICE

If you cancel with greater than 14 days' notice from the first day of your 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

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

### COURSE 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 WATER SESSIONS

If you need to miss a water session once your course has started, we ask for at least 24 hours' notice. We understand that things do come up and will allow **one** last minute cancellation of a water session without a fee. Any future cancellations with less than 24 hours' notice will be subject to a \$50 rescheduling fee.

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 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. Lecture make-ups can be scheduled into any course regardless of the class size.

If you need to make up a single water session, a good practice is to call us on Fridays at 9am to see what extra 5-week spots we have open for that immediate weekend or for the following Monday/Tuesday. This is still a good option for Weekend and Vacation Week students, as the water sessions can be interchangeable across different formats.

If you would like to make up a sailing session in the set Weekend or Vacation week format, please contact the office directly.