

AQUATICS



Effective March 1, 2024

Dear Valued Member,

Effective March 1, 2024: Cancellation Policy for Private Lessons

To ensure the smooth operation of our private lessons and to accommodate both our instructors and clients, we have implemented the following cancellation policy:

Notice Period: A minimum of 24 hours notice is required for the cancellation of any private lesson. Messages should be left on the following number 860-343-6220.

Redemption for Late Cancellations: Failure to provide the required 24 hours notice will result in the automatic redemption of the scheduled lesson.

This policy is in response to a high number of no-shows, and it is designed to promote mutual respect and responsibility between instructors and clients. We appreciate your understanding and cooperation in adhering to this policy.

If you have any questions or concerns, please feel free to reach out to us. Thank you for choosing the Middlesex YMCA for all your swim services.

Best regards,

Leisa Pasquariello

Senior Program Director
Middlesex YMCA