



Group Exercise & Aquatic Programs

Policies and Procedures

September 3, 2020

REGISTRATION POLICY

Registration are processed on a first come first served basis. In order to receive member pricing, the individual participating must be a member at the time of registration.

CANCELLATION/REFUND POLICY

- If you must cancel or switch a class during the first week of a program there will be a \$25.00 fee.
- There are no refunds after the first week of a program.
- Fees may be waived with a doctor's note which must be submitted to the Beede Center before the session ends.
- The Beede Center reserves the right to make schedule changes to better serve our participants or to cancel/combine instructional classes and programs due to low enrollment.

A CREDIT/REFUND WILL BE ISSUED UNDER THE PROGRAM PARTICIPANT'S NAME IF THE FACILITY MUST CANCEL A CLASS DUE TO THE FOLLOWING:

1. Mechanical issues
2. Fire Evacuation

NO CREDITS OR MAKEUPS WILL BE ISSUED FOR CIRCUMSTANCES WHICH ARE BEYOND THE CONTROL OF CONCORD RECREATION INCLUDING:

1. Missed classes due to illness or vacation or if you should choose not to attend
2. Poor weather that impacts facility operation
3. Power outages
4. No water supply

FEES

- Fees will only be prorated for all remaining weeks when a participant joins a class already happening.
- Pro-rated fees will not apply to a person who plans to miss classes' mid-session.

WEATHER RELATED CANCELLATIONS AND DELAYS

- Weather related cancellations and delays are at the discretion of the Beede Center management
- Town of Concord/Concord School statuses are used to assist in the decision process, but are not the only factor
- Beede Center programs (Group Exercise & Aquatics) will operate when the Beede Center is open

DROP-IN

- Due to COVID-19 space limitations drop-ins will not be allowed
- Only officially registered participants will be allowed to join a class

CLASS MAKEUPS

- Classes that are cancelled by Beede will be made up during a Make-Up week at the end of the session
- Classes missed by participant are not eligible for a make-up