

# Scuba Monkey & Blue Lagoon policies

## Store Hours 7 Day 9am-6pm

Thank you for your consideration and support as we navigate all the changes to our businesses and lives brought on by the COVID-19 situation. We hope that you and your loved ones have remained healthy since we last met.

We would like to take this time to update you on our procedures as we begin to open in this new world. We are eager to get life back to normal but also understand that it will be a process and we will need to be flexible and patient as we get more direction from our local and state officials.

### 1. Housekeeping

- 1.1. Regulated by the health department we are always required to maintain a constant level of 1-5 ppm of CL in our pool to kill 99.9% of viruses and transmittable diseases.
- 1.2. While cleanliness is always a priority, like most businesses, with these unsettling times we are maintaining a vigilante schedule of cleaning all common surfaces with only beach products. Retail masks, rental gear and Aerobics/Swim equipment are sanitized after each use.

### 2. Classes

- 2.1. **Swim** - We can conduct our swim classes however we have made a few changes to ensure the safety of customers and our staff. If you are a parent or guardian, we ask you ensure your swim student is ready for class and drop the student off no earlier than 5 min before class and pickup when class concludes. Within the pool area only parent or Guardian will be permitted.
- 2.2. **Scuba/Freediving Classes** – All classes are being conducted with no schedule change.

3. **Retail space** – All remaining services outside of Pool area are open and available (Rental Gear, Equipment Servicing, Tank Hydros/Fills, and equipment sales) Any equipment tried will be isolated, sanitized and returned to location if unbought.

### 4. Return policy

- 4.1. Any retail merchandise purchased will not be permitted for return or exchange unless.
  - Within 30 days of purchase and design defect is present
  - Within 30 days of purchase and like new condition with tags attached.
- 4.2. Instructional training refund (Scuba, Swim, Freediving, Safety) will not be permitted unless greater than 30 days prior to class start date. Classes within 30 days of start date or once class has begun, there is a rescheduling fee with no refund available.

### Rescheduling Fees

- 1<sup>st</sup> Reschedule \$25,
- 2<sup>nd</sup> Reschedule \$50
- 3<sup>rd</sup> Reschedule \$75