Cancellation policy

There are no refunds for missed lessons. Withdrawals from the program after payment is made, are subject to a 10% cancellation penalty to cover merchant fees.

Clients are limited to ONE personal exchange per calendar month and have until the end of the following month to book.

An exchange lesson is a final sale and may not be rescheduled or refunded.

**How to Cancel/Reschedule**

1. Sign in to your client portal at [www.safetybeforeskill.com](http://www.safetybeforeskill.com/) or through the Pike 13 Client Kiosk App.

**2.**Click on "YOUR STUFF," scroll down to your UPCOMING SCHEDULE, then click on and cancel the appointment of your choice.

3. On the toolbar, click on **EXCHANGE LESSONS**and select a lesson from the calendar; click ENROLL.

Please keep in mind that we cannot guarantee a particular day, time or coach for exchanges, and all exchanges are final sales. If you have any questions, or if there is anything else that we can do to assist you, please do not hesitate to contact us.  
  
You may also cancel by leaving a voicemail at 501-940-4981 or sending an email to [scheduling@safetybeforeskill.com](mailto:scheduling@safetybeforeskill.com)

**What if Safety Before Skill Cancels?**

We will notify you of a pool closure through the RAIN OUT LINE - please subscribe for SMS Alerts. If SBS cancels, it will not count against the client allowable exchange.

Visit [www.bookanexchange.com](http://www.bookanexchange.com) to instantly access your portal and view the Exchange Lesson schedule.

Thank you for choosing Safety Before Skill!

Coach Karen Lamoreaux   
Safety Before Skill Co.   
[www.safetybeforeskill.com](http://www.safetybeforeskill.com/)