



City of
Rockville
Get Into It

**Rockville Swim and Fitness Center
Credit / Refund / Make-up Plan for COVID-19 Closure**

Updated 6/18/20 (updates in red)

Program / Membership Type	Plans for Make-ups / Credits / Refunds
Memberships	<p>Customers who have an active annual or seasonal membership as of 3/14/20 (when the facility first closed) will have their membership extended by the number of calendar days that the facility is closed.</p> <p>Customers who have arranged to have their membership dues assessed monthly will not be charged for their April, May or June payment. Those monthly payments will be scheduled for the first of the month in which the membership extension carries into, as detailed above.</p>
Instructional Programs (learn to swim classes, water/land fitness)	<p>Customers enrolled in the winter session or upcoming spring session of classes will receive a refund for their registration fees, prorated for the number of class meetings remaining as of 3/14/20. Customers enrolled in the upcoming spring session of classes will receive a full refund of their registration fees. For customers who paid via credit cards, refunds will be made to the card used for the registration. For customers who paid via cash or check, fees will be refunded via check to the address on file with your account. Refund processing for the winter session of instructional programs has been completed as of 4/3/20 and spring session refunds have been completed as of 4/22/20.</p> <p>Summer session course cancellations include: Senior Aquacise (Beginner and Advanced), Twinges in Your Hinges, Aquatic Doctor's Orders, Senior Water Exercise, 60 Plus Water Aerobics, Learn to Swim classes scheduled to meet on the weekend (start dates 6/20 and 6/21) and the first two weeks of the weekday lessons summer session (start date 6/22). Customers enrolled in these courses have been contacted and staff issued refunds for all classes as of 6/18/20. Some additional courses that had zero registrants as of 6/18/20 have also been cancelled.</p>
Rockville Montgomery Swim Club (RMSC)	<p>Customers registered for the Fall-Winter Season of RMSC will receive an account credit for the two weeks missed at the end of the season. This account credit can be used for future registrations with the City of Rockville, Department of Recreation and Parks and does not expire. Account credit processing for the fall-winter session of RMSC has been completed as of 4/7/20.</p> <p>Customers registered for the Spring-Summer Session of RMSC will receive a full refund of their program and registration fees. For the dues paid to the City of Rockville, refunds will be made to the credit card used for the registration and for customers who paid via cash or check, fees will be refunded via check to the address on file with your account. For dues paid to the RMSC Parents' Club Inc., the customer's payment check will be returned to the address listed on the registration</p>

	<p>form. Mail-in registrations have not been processed and will be returned to customers via mail. Refund processing has been completed as of 4/22/20.</p> <p>Given the dynamic nature of the COVID-19 situation, a final decision has not yet been made regarding the Summer RMSC season. In the event of a summer program, an updated program information flyer with schedules, fees and registration instructions will be posted to www.rockvillemd.gov/rmsc.</p>
Safety Training Programs (Lifeguard Training)	<p>Customers registered for a Lifeguard Training or Lifeguard Review class beginning in March, April or May will receive an account credit for their registration fees. A revised schedule is being developed and will be posted online at www.rockvillemd.gov/swimcenter when it is available. Customers can use their credit to register for one of the newly scheduled courses or email swimcenter@rockvillemd.gov to request a refund. Account credit processing for safety training programs has been completed as of 3/26/20.</p> <p>Note: The American Red Cross has announced that individuals with a Lifeguard Training certification due to expire may apply for a 120-day extension of their certification from 3/1/20 to 6/30/20. Register for the extension at the following link: https://www.redcross.org/take-a-class/classes/120-day-certification-extension/a6R3o0000014Sws.html</p>
Facility Rentals	<p>Facility Rentals scheduled between 3/14-6/22 have been cancelled. RSFC Management has been in communication with rental clients regarding credit / refund and re-scheduling options.</p>
Locker Rentals	<p>Locker Rental Customer will have their rental period extended by extended by the amount of time that the facility is closed.</p>