

1. Times are scheduled on a first come first serve basis
2. Registration for AND payment are required to guarantee the scheduled times
3. Currently we only accept checks or cash (no credit or debit cards)
4. You must pay prior to lessons beginning
5. You may book your time over the phone and immediately mail in your registration and payment. If payments are not received within 1-4 days you will be called and must hand deliver that day to keep your scheduled time.
6. Refund and Cancellations: No Refunds.
  - A. You may reschedule times if you give 7 days notice prior to cancelling.
  - B. You may reschedule lessons for medical emergencies with Drs. Note.
  - C. If cancellation is due to sickness you will be given options of available times that month.
  - D. If you cancel for any other reason you may make-up lesson with a \$10 fee as stated next.
7. Make-ups are \$10 each child each make-up day. Make-up times, dates and number of students in class and instructor are at our discretion.
8. On a rare occasion we may have to reschedule your time due to instructor illness, pool closure or emergency. We will reschedule your lesson to a suitable time for you and the instructor.
9. "Practice (Play) Time Rules:
  - A. Permitted 5 minutes before and after each lesson as room permits.
  - B. "Practice (Play) quietly and safely (no jumping or diving) Respect others class time.
  - C. Adults are required to watch their own children during this time .
  - D. Siblings/adults permitted to "practice" during lesson time for \$3.00 as room permits
10. Instructor Policy
  - A. You may choose your instructor but must fit into their schedule.
  - B. Instructor has the right to slightly modify times for breaks, lunch or schedule issues. You will be notified and given options if this should occur.
11. If you sign-up for a semi-private (2 students) small group (4 students) or large group class (8 students) and the class does not fill you have several options:
  - A. Switch to another time/date that has your group size
  - B. Pay the difference of the prices
  - C. Find someone to fill the class
  - D. We can shorten the class time or days in proportion to our rates
12. Swim Attire:
  - A. Anyone with hair that gets in their eyes must wear a swim cap
  - B. Rash guards are permitted.
  - C. Sunscreen must be applied prior to arrival. You will be asked not to apply on the premises.
  - D. Goggles permitted at the discretion of the instructor some classes require goggles.
  - E. If your child is not potty trained or might have an accident you must have them in swim diapers AND Rubber Pants. There is a \$100 accident fee if precautions were not taken plus you will miss the rest of the lessons for that day so we can clean the pool.
  - F. Swim suits only no shorts or t-shirts. (unless practicing for full clothing lesson plans)
  - G. No metal hair pieces (they rust the bottom of the pool)
13. Returned checks: You will be charged \$22 and make restitution with cash or cashiers check
14. Discipline/Service Policy:
  - A. Discipline may include warnings, time-outs , no play/practice time, or even cancelling class for the day. We will make every effort to resolve conflicts but we reserve the right to refuse service if a resolution can not be found.
15. Pool security:
  - A. For safety , our premises and parking are monitored 24/7 with video surveillance.
  - B. Parents are not required to stay during lessons however, children under 14yrs are not allowed to enter and exit without parental escort.
  - C. Doors to pool must always be shut and latched.
16. Sign you have read and understand our policies

Name: \_\_\_\_\_ date \_\_\_\_\_