

Dana Point Aquatics AKA Aloha Swimming Policy Form

1. Registration:

- a. All 3 registration forms and full payment are required in advance to get scheduled. Currently we accept check, cash or Zelle (alohaswimming@gmail.com)
- b. Registration forms are required 1 time each calendar year
- c. You write in your preferred days and times on the registration form for us to form groups.
- d. Write your preferred days and time frame on the registration form (the more options you give the better for finding appropriate partners).
- e. Write in your student's correct level of swimming ability based on the swim lesson page description so we can find them appropriate partners.
- f. Write your preferred teacher on the registration form. We will try to work you in their schedule.
- g. Write in any special needs or medical concerns on the back of the registration form. It helps the teacher make any necessary modifications for teaching strategies. Your info is private and will remain so.
- h. Early registrations and payment get priority of days and times chosen. Late registrations are given options of what is available at that time.

2. Scheduling: (4 week sessions, usually 2 days a week)

- a. We do private scheduling so, no times or days are on the website.
- b. We make every effort to give you your preferred days, times and teacher preferences.
- c. Our classes are M W or T TH for 2 days a week classes, sometimes we will have a 1 day class on Friday depending on teacher availability.
- d. Flexible scheduling maybe possible for private lessons or your own group. However, it must work with the instructor's availability.
- e. It takes time to make a schedule coordinating everyone's class times of their preferences
- f. Final schedules are emailed to you with pertinent info Fri and/or Sat before the session starts.
- g. If you did not receive the email by Saturday evening, please contact us ASAP by Sun. in case we made an error.
- h. The first day of class we assess the match of partners to make sure everyone is in the right class. It may be necessary to make changes if needed. You will be notified of options if this happens

3. Payment:

- a. Currently we accept checks made payable to Dana Point Aquatics (DPAC), cash or Zelle (alohaswimming@gmail.com) or the instructor. Please ask if you requested a specific teacher.
- b. Mail or bring to DPAC 34232 Camino Capistrano, Capo Beach, CA 92624.
 - i. In person with appointment outside of regular business hours
 - ii. Place in the black US mailbox on the curb in front of the swim school
- c. Returned checks: You will be charged \$25 NSF fee and future payments in cash or cashier's check.
- d. Some instructors rent pool space so checks are made payable to their personal name. Please ask if you requested a specific teacher.
- e. The payment is still delivered to DPAC aka Aloha Swimming. All DPAC policies and rules are in effect.
- f. Payments after 5 days prior to the start of the session must be cash.

4. Group Size and Payments:

If you sign up for a group size and we cannot fill it, below are the options for you to choose from:

- a. Switch to other times or days that has your group size
- b. Pay the difference of the price of the class that is available
- c. Find someone to fill the class
- d. We can shorten the class time or days in proportion to our rates

5. Cancellations, Rescheduling Sessions and Refunds:

- a. Cancellations must be made by email a minimum of 7 days before the session starts for a full refund.
- b. There is a \$25 cancellation fee to cancel your session 6 days or less prior to the start of the session.
- c. No refunds for cancellations after 6 days prior to the start of the session.
- d. Rescheduling sessions needs to be emailed a minimum of 6 days prior to the start of your session. There is a \$25 rescheduling fee if changes are after 5 days prior to the start of the session
- e. Your payment is forfeited if you choose not to attend the classes.
- f. No Refunds after 7 days for cancellations for any reason.
- g. We are happy to try and resolve conflicts, switch teachers, reschedule days or times if necessary, however, we do reserve the right to refuse service to anyone. If we do refuse service, we will refund the portion of money for classes not taken.

6. Continuing into the next session:

- a. If you plan on continuing, your payment is due 7 days in advance to secure your time and days.
- b. We may have to adjust times slightly for scheduling issues.
- c. If you need to change your days, times or teachers please put a note with your payment of the changes you want.

7. Absences and Makeups:

- a. Absolutely NO illness on the property by students or family members (fever, coughing, runny nose, sneezing, open sore or diarrhea).
- b. No makeup fee for makeups for emergencies or illness with email notice by 9am. You will forfeit your makeup if you do not notify us by 9am.
- c. Use the same email chain you notified us of the absence to request a makeup. This is how we keep track of your absence and makeup. We will not honor a makeup without using the same email chain.
- d. There is a \$12 makeup fee for all other absences for non-illness or non-emergencies.
- e. All makeups need to be completed by the end of the following session. Makeups cannot be carried over into the next year.
- f. Makeups are your responsibility. You need to email each and every morning by 9am that you want to request a makeup until we can find you a suitable class to fit in your make up.
- g. We reserve the right to offer you a makeup in any teacher's available schedule. We cannot guarantee days, times, number of students or ability of students in makeup classes.

8. Pool Closures:

- a. On a rare occasion we may have to reschedule your time due to weather, instructor illness, pool closure or emergencies. We will email you if we do have a closure. We will reschedule your lesson to a suitable time for you and the instructor at no cost.
- b. Holidays classes. We often teach on holidays so check with your instructor if they will be having classes that day. Email us if you will not be attending that specific holiday. We will offer you another day that week for a no fee makeup.

9. Instructor Policy:

- a. You may choose your instructor but must fit into their available schedule.
- b. Instructor has the right to slightly modify times for breaks, lunch or scheduling issues. You will be notified in advance and given options if this should occur.
- c. You may switch to another instructor if it is not a good fit for you or your children. Please email and we will find you another class with an instructor that has open times in their schedule.
- d. Some instructors rent pool space so checks need to be payable to their name but, delivered to DPAC. All DPAC policies and rules in effect.
- e. Please do not ask instructors to teach at your pool. They sign a noncompete contract and this could jeopardize their jobs here if they take private jobs.

10. Swim Attire:

- a. Anyone with hair that gets in their eyes must wear a swim cap or have their hair pulled back. NO metal hair pins.
- b. Properly sized swim shirts are recommended for sun protection.
- 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. Please check with the instructor.
- e. If your child is not potty trained they must be in swim diapers and no leak seal plastic pants over them. Some swimsuits are made with no leak seals that can be put over swim diapers.
There is a \$100 accident fee if precautions were not taken plus you will forfeit the rest of the lesson and the next lesson so we have time to clean the pool and make up other cancelled classes.
- f. Swim suits only (unless practicing for full clothing lesson plans).
- g. No changing on the pool deck.
- h. Come prepared. No changing rooms or showers.

11. Discipline/Service Policy:

- a. Disciplinary action may include warnings, time-outs, no play/practice time, or even cancelling class for the day.
- b. Severe disciplinary action for severe offenses may include cancelling future swim lessons. You will be refunded unused portion.

12. Pool Safety and Security:

- a. For safety concerns, our premises and parking are monitored 24/7 with video surveillance.
- b. Parents are not required to stay during lessons however, children under the age of 14 years are not allowed to enter or exit without parental escort.
- c. Doors to pool area must always be shut and latched.
- d. No smoking, alcohol, drugs permitted.

- e. No playing in planters. No hanging or standing on poles, trees, tables, chairs or anything else that poses a risk.

13. Noise Level:

- a. Loud talking, crying or screaming are disruptive to other students and instructors so we ask to keep you keep your children playing or talking in a normal tone.
- b. If your child is crying or screaming we will try and console them or ask you to help us. If they do not stop, we will have to ask you to take them to your vehicle until they stop so as not to disrupt others.

14. Parking:

- a. We have parking in the back alley with a ramp for a stroller or wheelchair. Enter the alley off Via Sera Rd. Go to the end of the alley and take one of those private spaces.
- b. One vehicle only per family in spaces. All others park on the street.

15. Restroom:

- a. Port a potty is for emergencies only use your restroom prior to arrival.
- b. No showers or changing room available.
- c. Please monitor your child in the port of potty at all times.

16. During Pandemics, Pathogen Issues:

- a. We reserve the right to modify our normal rules and policies for the safety and health of our instructors and all patrons. Absolutely NO illness on the premises (fever, coughing, runny nose, sneezing, open sore or diarrhea or any contagions).
- b. 1 vehicle per family
- c. No spectators. Only 1 guardian for students in class
- d. Masks required
- e. No more than 5 min early entry into the facility
- f. No changing on the pool deck area
- g. Face shields required if you are in the pool assisting
- h. Sit at least 6ft away from other patrons
- i. Non swimming siblings must remain seated at all times in masks
- j. No play or loitering after lessons.

Sign you have read understood and agree to abide by our policies.

Only print and turn in the last signed page. All the other pages are for you.

Name

Date