

Dana Point Aquatics AKA Aloha Swimming

Policy Form (updated Feb 2024)

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Sign_____Date_____

By signing, you have read, understand and agree to abide by our 7 page policies, Rulings and fees. We advise you read this thoroughly before signing up for classes

Aloha,

We are a small swim school zoned in a commercial/residential neighborhood. A Full time manager lives on site for safety and supervisory reasons as required by the City of Dana Point. We ask that you be mindful that this is a business but also a residential home and appreciate you treat it as such. With this said, we do have important rules and policies that help us all have a safe and pleasant swimming experience. We appreciate your patronage and trust in our program to bring your most important asset to be with us. It is our pleasure to serve you and love your children.

Thank you so much

Joy Rossello CEO Dana Point Aquatics Center Inc. AKA Aloha Swimming

1. Registration and Scheduling:

- A. There are no published class times or days on the website because classes are formed based on each session enrollment. We match students together by what is written on the registration forms. **You fill in the child's age, swim level, days of the week, time frame and instructor preference.** This is what we use to form classes. It is a time consuming process and we work hard to match students accordingly to the days and times you want. It is very helpful for us in this process to turn your registration packet and payment early but not more than 3.5 weeks in advance of each new session. Everyone is placed on a waitlist in order of when we receive your registration until the scheduling process starts 2 weeks before the session starts.
- B. The time frame is a block of time you are available as we cannot guarantee any exact times until the entire session schedule has been finalized. The bigger the time frame you give us the more opportunity to find you a matching class
- C. The days of the week we offer are M W or T TH classes. Fri's and Sat's may be available if we have an instructor that wants to work those days.

- D. Please review the instructors description on the website if you would like to choose your instructor
- E. We only accept 1 session registration or renewal at a time. Please wait to turn in future registration packets and payment until no sooner than 3.5 weeks before each session starts. Anything before this does not get you priority on the waitlist and may get mixed up with the current session that is to be scheduled. So you might get placed in a session you do not want
- F. **All 3 registration forms (Registration/Liability, Policy and Pool rule form) are required 1 time each New Year in HARD COPY with FULL payment, in advance, to get worked into the schedule.**
- G. For forming classes with matching student criteria, we **NEED** to know your child's age (BD), swim level, the days of the week you are available, the TIME FRAME (a block of time, not an exact time) you are available and if you have a preference of instructor. Please write all this info on the Registration form.
- H. **Class sizes** are determined by your child's age and ability. If your child does not hold their breath and put their head under the water comfortably, cannot reach the bottom of the 3ft section of the pool, Is scared or anxious or under the age of 4 yrs you will be required to sign up for a 1 or 2 student max class. We do group classes for parent and tot students, older non swimmers who can reach the bottom of the pool, or level 3-6 students who can already swim.
- I. We are on a first come first serve basis so the sooner you get the full registration packet in (3 forms and full payment) the better chance to get the days and timeframe you requested. But do not turn in the packet or payment more than 3.5 weeks in advance of each new session.
- J. Your registration is placed on a waitlist in order that we receive it and 1.5 weeks before the start of each new session we make a tentative schedule for your review that gets emailed 1 week before the session starts. This is your opportunity to request any revisions. We will do our best to accommodate that if at all possible for matching students into appropriate classes
- K. If you turned in your payment and forms and you do not receive a tentative schedule 1 week before the start of the session please email us ASAP to make sure we get you in the schedule or on the mailing list.
- L. Classes fill very quickly in our busy swim season from April to Sept. and we cannot guarantee there will be available classes. So the more options of day's timeframe and instructor preference you give us the more chance to get worked into a class. **If we cannot find you a class on the days or timeframe you requested,** you can roll it over to another session or we will return your packet and full payment. We are an honorable small business and will not keep your payment if we can't fit you on your preferred days and timeframe that you wrote on the form. You will be first on the list if you roll it over to the next session.
- M. Families with more than 1 child are often placed in different class because of the age and level differences, so we try hard to keep the classes back to back or around the same time with different instructors if we can. You can opt for convenience to keep them together in the same class but it must be only your children in the class because of the difference of age and swim level.

- N. If you would like to form your own class with friends or family, make sure everyone writes that on the registration form so we know to put them together.
- O. **To renew** your spot for the following session, make sure your payment and renewal form is in 2 weeks before the next session starts. We try to keep you on the same days and around the same time each session but there may be slight time changes. We will notify you if we can't keep you at the same time because a class did not have matching students sign up again.
- P. If your child has any **special needs or medical concerns no matter how small, we need to know that**. Write any pertinent info 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.
- Q. Early registrations on the waitlist with payments get priority of days and times chosen. Late registrations are given options of what is available at that time.
- R. **To get on the Mailing list, just send us an email to alohaswimming@gmail.com with your child's first and last name and swim level and your first and last name**
- S. On the first day of class, we assess each student 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. So please make sure you give us their correct swim level.

2. **Class size and Payments**

Class sizes are determined by your child's age and ability. Please review the cost for each size group before you sign up.

A. If your child does not hold their breath and put their head under the water comfortably, cannot reach the bottom of the 3ft section of the pool, Is scared or anxious or under the age of 4 yrs you will be required to sign up for a 1 or 2 student max class.

B. We do group classes for parent and tot students, older non swimmers who can reach the bottom of the pool, or level 3-6 students who can already swim

C. If you sign up for a group size and we cannot fill the class, 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

3. **Payment:**

A. We accept checks made payable to Dana Point Aquatics (DPAC) cash or Zelle to alohaswimming@gmail.com

If your choice of instructor is Amy Polacheck she only accepts cash or check to her name.

All registrations and payment regardless of who the instructor is, is still delivered to DPAC aka Aloha Swimming. Do not give the packet to the instructor. The main office does all scheduling not the instructors.

B. ALL PAYMENT can be mail or brought to
34232 Camino Capistrano,
Capo Beach, CA 92624.

a. In person with an appointment or

b. Place in the black US mailbox on the curb in front of the swim school. It is a locked box and checked regularly

C. Returned checks: You will be charged \$25 NSF fee and all future payments must be in cash or cashier's check

D. Some instructors rent pool space so checks are made payable to their personal name. You will be notified if this is the case. All registrations and payments, regardless of who the instructor is, must be delivered to DPAC aka Aloha Swimming. All DPAC policies and rules are in effect.

E. Late Payments less than 7 days in advance must be paid in cash

4. Cancellations, Rescheduling Sessions and Refunds

We spend many days processing registrations and working everyone into the schedule starting 14 days before the start of each session. The tentative schedules are emailed 7 days before the session starts after this there are no cancellations but you can change sessions for a \$25 rescheduling fee

A. For a full refund, the cancellation notice must be made by email a minimum of 10 days before the session starts. And, you paid by check or cash. You can pick up your original check or cash for no fee. If you pay by zelle, there is a \$25 administrative fee

B. To reschedule your session dates you must notify us by email no less than 10 days prior to the start of the session for no fee. There is a \$25 rescheduling fee to change your session date if you notify us less than 10 days prior to the start of the session

C. No refunds for cancellations if you notify us 7 or less days prior to the start of the session for any reason. You can reschedule the session for \$25

D. Your payment is forfeited if you choose not to attend the classes.

E. 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.

5. Renewing the next session

A. If you plan on continuing, turn in the renewal notice with your payment which is due a minimum of 10 days in advance to secure your time and days. You are not guaranteed your spot after that.

B. We may have to adjust your days and/or times for scheduling issues such as, lack of teachers, mismatching swim levels, not enough students enrolled on the days and times you want, etc.

C. If **you** need to change your days, times or teachers please write CHANGE on the top of your renewal notice so it is obvious to us to note your desired

6. Absences and Makeup's:

We have to pay instructors whether students show up or not, so a makeup fee will be imposed if we do not receive notice in the morning.

- A. Absolutely NO illness or contagious person's on the property by students or family members (fever, coughing, runny nose, sneezing, open sore or diarrhea)
- B. No makeup fee for makeup's for emergencies or illness with email notice by 10am
There is a \$15 makeup fee if you email us after 12pm. If you have morning classes please notify us the night before.
- 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. We will not honor a makeup if you did not notify us by email.
- D. There is a \$15 makeup fee for non illness or non-emergencies absences.
- E. All makeup's need to be completed by the end of the following session. Makeups cannot be carried over into the next year
- F. Make ups are your responsibility. You need to email each and every morning by 10am that your want to request a make up 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
- H. Some days we do not have room to add makeups in, so email another morning and request again until we can find a spot.

7. 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 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

8. 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 are in effect for all instructors.
- E. Instructors will evaluate if your child is a good fit for their teaching style, and if necessary match you with the appropriate instructor

9. Swim Attire:

- A. Anyone with hair that gets in their eyes must wear a swim cap or have their hair pulled back out of their eyes and mouths.. 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.

F. There is a \$150 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

G. If your child is potty trained but chooses to use the pool to go #2 in it, you will be fined \$150. H. It is your responsibility to make sure your children use the toilet before they come to class.

I. Swim suits only. (Unless practicing for full clothing lesson plans)

J. No diaper changing on the pool deck. We have a diaper changing area away from others and the pool

K. Come prepared. No changing rooms or showers

10. 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 the unused portion after the day of offense.

C. We will work with you to remedy any inappropriate, unsafe or destructive behaviors

11. 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 yrs 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 or damages the property. You will be obligated to pay for the damage.

F. If you notice someone/something that doesn't look like they belong or hazardous please notify your instructor immediately.

12. Noise level

A. Loud talking/playing, 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

13. Parking

A. We have parking in the back alley with a ramp for a stroller or wheelchair. Enter the alley off Via Serra Rd. Go to the end of the alley and take one of those private spaces.

- B. 1 vehicle only per family in spaces. All others park on the street
- C. We only have 11 parking stalls. Please do not linger after class as others need that spot

14. Restroom

- A. Please use your restroom prior to your arrival. We only have 1 restroom.
- B. No showers or changing room available. Come prepared. No dressing in the restroom.
- C. Please monitor your child inside the bathroom at all times.
- D. Diaper changing needs to be done outside in the diaper changing area
- 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 \$150 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

If your child is potty trained but chooses to use the pool to go #2 in it, you will be fined \$150. It is your responsibility to make sure your children use the toilet before they come to class.

F Please

tidy up after you or your child uses the restrooms for others sake.

15. 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/contagions 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.