

Swim Lesson Policies and Regulations

Make-Ups:

- All missed lessons in the month of must be made-up within the month excluding the final session.
- Supervisors should be notified immediately regarding upcoming missed lessons or missed lessons on the day of. Missed lessons must be notified within 48-hours of session in order to receive make-up eligibility.
- Any cancelled swim lessons due to pool maintenance, emergency closings, or by inclement weather will be available on noted dates by administration.
- There is a maximum of three make-up lessons per child in each registered session.
- Swimmers enrolled in multiple hourly lessons are not eligible for make-ups.
- Make-up lessons are only permissible based on available openings.
- Should there be any conflict with make-ups, we reserve the right to reschedule the missed session.

Pre-Team Training Program, Age Group Club, Senior Level

- There are no make-up sessions for missed pre-team training practices.

Swim Lesson Policies

1. Payments must be made before or on the day of the first session of every month (excludes packages).
2. Payments must be made for the whole session and not on a weekly/bi-weekly basis.
3. No partial payments accepted unless noted otherwise.
4. All unpaid fees and payments will result in the exclusion of swim lessons.
5. All participants enrolled for the month must be able to attend the first session; failure to do so will result in exclusion from lessons.
6. Parents are not allowed on pool side without consent of the deck supervisor.
7. Parents or others are not allowed to sit on the pool side.
8. We advise parents or others not to hover over instructors as it becomes hazardous and distracting to instructors and students.
9. No swimmers can enter the water 10 minutes after the start of each session nor will they be credited for a make-up.
10. All registration times and dates are final. Participants will not be allowed to change their dates and times of swim lessons during monthly sessions.
11. Instructors to student ratios are on a basis of 1:3 for Level 1 and 1:4 for all levels above.
12. Should an instructor notify us of their absence, participants will be taught by another qualified instructor.
13. We reserve the right to make changes to the schedule. All parents will be notified upon these changes.
14. If there are any issues, comments, or concerns, please notify us immediately.
15. All annual fees are to be renewed every September regardless of month in enrollment prior to.
16. Goggles are not mandatory, but recommended.

17. Swimmers are placed with appropriate instructors based on level and skill.
18. Swimmers are placed at random with appropriate instructors.
19. We hold the right to place individuals with different instructors per month should the instructor be unavailable or noted otherwise.

Pool Rules

1. No running on deck.
2. No splashing or kicking.
3. No gum chewing.
4. No food or drinks allowed on deck.
5. All youth participants must stay on the wall throughout lessons unless instructed otherwise.
6. No diving in the shallow end.
7. No screaming or yelling.
8. Listen to all instructors and deck supervisors!
9. No throwing objects.
10. Have fun and be safe!

Registrations

1. All registrations must be filled out completely to receive eligibility for lessons.
2. We reserve the right to deny any registration due to incompleteness.
3. Session capacity is based on the number of available instructors.
4. Registrations and enrollment are on a first-come, first-serve basis.
5. Participants will be placed on the waiting list should the session be filled.
6. Failure to attend and/or failure to commit to any registered swim lesson session(s) will result in a \$15 fee per individual.