



Policies

Safety

Safety of all participants is our first priority! Therefore, no one will be allowed in the poolroom without a trained and certified lifeguard. No exceptions to this rule.

No food or drinks (except for water in a plastic container/cup) are allowed in the pool area.

Tuition

Payment for all classes must be received prior to the first lesson of the session, before the commencement of the lesson. Lessons will not be given without payment first. The instructor reserves the right to suspend or terminate instruction for students who do not meet their financial obligations.

Tardiness

Lessons begin promptly at their start time in the water. Students who are late for a class cannot be guaranteed their full lesson time (the full 15 or 30 minutes).

Sickness Policy

Due to the nature of this activity, please do not bring your child if he/she has any of the following: cold, ear infection, eye infection, diarrhea, upset stomach or athlete's foot. Please call me with any concerns or questions about making up the class due to illness.

Missed Lessons

If the instructor cancels a lesson or class, a make-up will be offered at a mutually convenient time. Cancellations by student due to illness or emergency may be made up under the following conditions:

- No more than 1 “make-up” are allowed per session
- **Cancellations of lessons must be made by calling the instructor at least 24 hours prior to the scheduled lesson.** No credit for a “make up” lesson will be made unless a cancellation is called and reported.
- If safety conditions (road conditions and weather emergencies) constitute an emergency cancellation, this will be based on state/county advisories. The instructor is committed to avoid cancellations whenever possible.

Withdrawal Policy

Registration for classes obligates a student for the entire duration of that session. If withdrawal is within the first two sessions and the student has paid in full, he/she will receive a 75% refund of the remaining balance. Unfortunately, no refunds can be made after this period. Notification of the withdrawal should be made in writing and addressed to the instructor.