 **PRIVATE SWIM LESSONS POLICIES AND PROCEDURES**

**Payment Policy:** All lessons are pre-paid prior to the start of the first lesson. Client should retain a receipt of all lessons purchased at the time of the transaction. No refunds will be given for lessons not used within 30 days after purchase. Exceptions to this policy (illness, emergencies) will be made at the discretion of the instructor.

**Check Policy:** A $50 processing fee plus the full amount of the check will be charged to the customer if the check is returned for non-sufficient funds.

**Cancellation Policy:** Cancellation notices received within an advanced notice of 12 hours prior to the start of the swimming lesson will not be charged for the lesson. If cancellation is received less than 12 hours in advance the lesson will be charged. Exceptions will be made (illness, emergency) at the discretion of the instructor. To ensure cancellation is received, please notify instructor by text or by phone immediately. If a client is considered a ‘no-show’, the appointment will be charged for the lesson. If an emergency arises with the instructor, the client will be notified immediately and the trainer and the client will reschedule at a later date.

**Appointments/Schedule:** Individual sessions are scheduled not to exceed their purchased times (30 minutes/ 45 minutes). Late arrivals will have their time adjusted to reflect scheduled completion time of the lesson and will be charged for a full session. Availability of lessons are on a first-come, first-serve basis. Lessons will be scheduled upon receipt of purchase.

**Inclement Weather:** During periods of light rain, lessons will continue. However, if thunder and lightning or heavy rains are present in the area, the instructor will end the lesson and schedule a make-up lesson at the next available date.

**Supervision:** A parent or guardian must be present at the location at all times during the entirety of the lesson. The instructor reserves the right to end the lesson if no parent or guardian is present and the lesson will be charged to the client.

**Pool Care:** In order for the instructor to provide the best learning experience possible, please maintain your pool temperature at 84 degrees F or warmer and the cleanliness of your pool at all times, having it free of algae or other impurities. The instructor reserves the right to end or cancel the lesson if the maintenance of the pool falls below standards. In the event of fecal or vomit incidents, the lesson will end and will be prorated for the time lost.

**Conduct During Sessions:** Safety is First! All participants, children and parents and/or guardians are required to follow all rules and directions of the instructor at all times in order to create a safe and effective learning environment. If at any time rules and directions are not being followed by the child(ren), parent and/or guardian, the instructor reserves the right to end the lesson at any time.

**Instructor reserves the right to end/cancel swim lesson(s) if there is a concern for ANY safety and/or health conditions.**

**I have fully read and agree to the above policies and procedure listed in this document.**

Printed name of participant/parent or guardian: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of participant/parent or guardian: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_