



SWIMLABS SWIM SCHOOL – ENCINITAS POLICIES

We would like to welcome you to SwimLabs Swim School!

Our goal is to provide the highest quality of swim instruction and the safest aquatics environment for you. Following are the policies and procedures we have put in place to help ensure a successful swim experience. Your assistance in following these policies is greatly appreciated.

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**Registration Fee** – For all types of lessons and sessions for children under the age of 18, there is an annual registration fee of \$40.00 per family. The annual registration fee is non-transferrable and non-refundable for any reason.

**Arrival Time** - Please arrive on time for your group class, private lesson, clinic, event or video session. Regardless of the time a swimmer arrives, begin and end at the scheduled time.

**Suggested Swimming Attire:**

- Goggles: We encourage swimmers wear a pair of goggles during lessons. Not applicable to Parent-Tot lessons.
- Swim Caps: Swimmers with hair to their shoulders must have hair in a secure ponytail or wear a swim cap.
- Swim Diapers: Children under the age of 3 or children who are not yet potty-trained must wear a swim diaper.

**Accidents Policy** – While we understand that accidents happen, if a child has a fecal accident in the water that may contain harmful bacteria or a parasite, it may cause us to close that pool for a lengthy period of time for the decontamination process. If a pool must be closed due to your child’s accident, you may be assessed fees for revenue lost due to the closure.

**Pool Area/ Waiting Room** - If your child is in a lesson, we ask that you stay in the waiting area until the lesson is finished. It is your responsibility to monitor your children when they are in the waiting area. For safety reasons, we do not allow running on the pool deck or in the waiting room.

**Payment** – We require payment in advance to book any type of swim lesson/session.

**Refunds** –There are no refunds for any un-used or missed lessons/sessions of any type.

**Non-Transferrable** – All lessons/sessions of any type cannot be transferred. All lessons/sessions must be purchased for an individual swimmer and used by that individual swimmer.

**Expiration** - All types of private lessons and video analysis sessions expire 1 year from the date of purchase. Promotional packages and special events including but not limited to Starts and Turns Clinics, Open Water Clinics, etc., may have their own expiration dates, policies and restrictions.

### **Group Swim Lesson Payment and Policies**

**Automatic Payment-Group Lessons:** To participate in Group Swim Lessons, all clients will be enrolled in our “Automatic Payment -Group Lessons”.

- Recurring payments will be charged on the first business day of each month –I hereby authorize SwimLabs to debit my credit card or bank account on the first business day of every month for group swim lessons.
- Initial payment is due upon registration and will be prorated to the first of the month.
- There is a two-month minimum for Group Lessons in our Auto Payment Program-Group Lessons. If you withdraw from Auto Payment Program prior to the end of the two-month minimum, you will be charged in full for the second month.
- You will be charged for the number of lessons based on the number of weeks for that month (as example, if there are 5 weeks in a month and you have 5 lessons for that month, you will be charged for all 5 lessons; if there is a holiday on one of your lesson days, you will not be charged for that lesson day.)

**Withdrawal Procedure:** “Automatic Payment Program-Group Lessons” will remain in effect until SwimLabs receives a written notice of withdrawal:

- To withdraw from Automatic Payment Program-Group Lessons, written notice via email to [encinitasinfo@swimlabs.com](mailto:encinitasinfo@swimlabs.com) must be submitted by the 15th of the month to avoid being charged for the following month.
- Phone calls, speaking to the front desk or leaving a voicemail does not constitute for a written withdrawal.

**Reschedules for Group Lessons** –We will allow one Group Lesson to be rescheduled per month. In order to reschedule the lesson:

- SwimLabs must receive notification any time prior to the start of the lesson by calling/emailing our front desk to request the reschedule of a lesson.
- You will not be able to reschedule a missed lesson if notification is received any time after the lesson has started. That lesson will be lost.
- You will have 7 days to reschedule the lesson. After 7 days, the lesson will be lost if not rescheduled. Once the lesson is rescheduled - it cannot be rescheduled again. The lesson will

be lost.

- **Reschedule Fee:** There will be a reschedule fee charged for any lesson rescheduled based on the following schedule:
  - September – March: Lesson Reschedule Fee is \$5 per reschedule.
  - April – August (High Season): Lesson Reschedule Fee is \$10 per reschedule.

**Instructors for Group Swim Lessons** – We try to keep our instructors as consistent as possible, but we do not guarantee that for Group Lessons the same instructor will teach your child’s class every week. Instructors may miss class due to illness, vacation or other scheduling reasons. Our substitute-plan and training allow any instructor to teach any class and know exactly what skills and progressions your child needs to be working on. Additionally, we reserve the right to: make temporary or permanent substitutions for any instructor or class; to combine classes or to move a child into a different lesson in an effort to better utilize our pools and staff.

**Group Lesson Schedule** – Group Lessons are on-going. There are no start/end dates associated with lessons, and swimmers can join us at any time of the month or year, subject to availability. Lessons must be scheduled for consecutive weeks on the same day/time each week. Our lesson schedule is subject to change.

## **PRIVATE SWIM LESSONS – TWO PAYMENT OPTIONS & POLICIES**

**OPTION ONE – Automatic Payment-Private Lessons:** To reserve a private lesson on the same day/time each week with the same instructor, you will be enrolled in our “Automatic Payment - Private Lessons”:

- Recurring payments will be charged on the first business day of each month
- Initial payment is due upon registration and will be prorated to the first of the month.
- There is a two-month minimum for Private Lessons in our Auto Payment Program. If you withdraw from Auto Payment -Private Lessons prior to the end of the two-month minimum, you will be charged in full for the second month.
- You will be charged for the number of lessons based on the number of weeks for that month (as example, if there are 5 weeks in a month and you have 5 lessons for that month, you will be charged for all 5 lessons; if there is a holiday on one of your lesson days, you will not be charged for that lesson day.)

**Reschedules for Private Lessons** –We will allow one Private Lesson to be rescheduled per month. In order to reschedule the lesson:

- SwimLabs must receive notification any time prior to the start of the lesson by calling/emailing our front desk to request the reschedule of a lesson.
- You will not be able to reschedule a missed lesson if notification is received any time after the lesson has started. That lesson will be lost.
- You will have 30 days to reschedule the lesson. After 30 days, the lesson will be lost if it is not rescheduled. Once the lesson is rescheduled - it cannot be rescheduled again. The lesson will be lost.
- **Reschedule Fee:** There will be a reschedule fee charged for any lesson rescheduled based

on the following schedule: o September – March: Lesson Reschedule Fee is \$25 per reschedule. o April – August (High Season): Lesson Reschedule Fee is \$35 per reschedule.

**Withdrawal Procedure:** “Automatic Payment-Private Lessons” will remain in effect until SwimLabs receives a written notice of withdrawal:

- To withdraw from Automatic Payment – Private Lessons, written notice via email to [encinitasinfo@swimlabs.com](mailto:encinitasinfo@swimlabs.com) must be submitted by the 15th of the month to avoid being charged for the following month.
- Phone calls, speaking to the front desk or leaving a voicemail does not constitute for a written withdrawal.

## **OPTION TWO: PAY-PER LESSON & PACKAGE PURCHASES FOR PRIVATE LESSONS**

**Pay Per Lesson** – Private lessons may be purchased as a single lesson or as a package. We require a credit card to be kept on file, taken at the time of registration, in the instance that a swim lesson is missed.

**Packages** – Packages may be purchased for all private-type lessons. Each time you arrive for a lesson, a lesson will be deducted from your package. We require a credit card to be kept on file, taken at the time of registration, in the instance that a swim lesson is missed. We do not offer refunds for any private lessons.

**Scheduling** – Private lessons cannot be scheduled more than 7 days in advance.

**Re-Scheduling** - SwimLabs must receive notification any time prior to the start of the private lesson by calling/emailing our front desk to request the reschedule of the lesson.

- You will not be able to reschedule a missed lesson if notification is received any time after the scheduled start time of the lesson. That lesson will be lost.
- Reschedule Fee: There will be a reschedule fee charged for any lesson rescheduled based on the following schedule:
  - o September – March: Lesson Reschedule Fee is \$25 per reschedule.
  - o April – August (High Season): Lesson Reschedule Fee is \$35 per reschedule.