

## DOLPHINZ SWIM SCHOOL POLICIES AND PROCEDURES

### Registration

There is a one-time \$25 per student enrollment fee. A private 10-15 minute assessment or a trial group lesson is part of your enrollment fee. During an assessment lesson, one of our instructors will assess your child's current skill level so we can best place your child in the level that will be appropriate for them. Trial lessons are not scheduled as permanent enrollment and may not be available for booking following the trial lesson. If an assessment or trial lesson is not scheduled, your first month's tuition will be adjusted to make the first class free of charge. DolphinZ does not charge any additional annual service fees after the one-time registration fee. Registration forms must be completed prior to scheduling assessment, trial or continuous lessons. A parent, grandparent or legal guardian needs to complete the Registration Form, Tuition Agreement, Payment Authorization, and Liability Waiver upon registering children for lessons.

### Tuition

We are a continuous program and tuition rates are charged monthly. Billing will occur on the 20<sup>th</sup> of each month to cover lessons for the next calendar month coming up. If you begin the program in the middle of a month, tuition will be prorated to reflect the start date. Billing will then be processed again on the 20<sup>th</sup> for the next month. DolphinZ does not accept cash or personal checks. We offer sibling and multiple class discounts. Visit our website to view our current rates. Our session-based Swim Clinics are offered during summer, fall and spring breaks. Contact us for additional information on this programming.

GROUP LESSONS	
<b>Skill Based Levels (4:1)</b>	<b>\$120 per month</b>
2 <sup>nd</sup> class/student	\$116 per month
Additional	\$112 per month
<b>Guppies (Preschool 3:1)</b>	<b>\$128 per month</b>
<b>Tadpoles (Parent-Tot 7:1)</b>	<b>\$110 per month</b>
SPECIAL LESSONS	
<b>Swim Clinics</b>	<b>\$124 per session (<i>Guppies \$132</i>)</b>
<b>Semi-Private Lessons</b>	<b>\$160 per month, per swimmer</b>
<b>Private Lessons (1:1)</b>	<b>\$320 per month</b>
<b>Adult Lessons</b>	<b><i>Only offered in Private or Semi-Private</i></b>

### Refunds and Credits

There are no refunds or credits once my students are registered in a class. If lessons are canceled due to facility closure, a credit will be placed on your account that will automatically be applied to the next monthly charges.

### Makeup Lessons

Students are eligible to receive one makeup lesson per month for absences with a maximum of twelve makeup lessons per calendar year. Students must be actively enrolled to utilize makeup lessons. Makeup lessons need to be scheduled within 90 days of an absence after which the makeup lesson will expire. Makeup lessons are available on Saturdays and Sundays between 2:45 PM and 3:45 PM. Makeup lessons can be scheduled up to 7 days prior to the desired lesson date. Makeup lessons are available first-come, first-serve based on availability and may not align with the student's regular instructor. Private and semi-private classes can only be made up in group classes and there are no makeup lessons for Adult classes. Missed

makeup lessons are not eligible for a makeup lesson. Sunday open swim, for up to 6 people, can be attended in place of a makeup lesson.

### **Withdrawing From Lessons**

Dolphinz requires a 30-day written notice to withdraw your child from lessons and can be submitted via email or by visiting our front desk to complete a withdrawal form.

### **Facility Closures**

Dolphinz will be closed on Easter Sunday, 4<sup>th</sup> of July, Thanksgiving Day, and Christmas Eve through New Year's Day. Tuition is prorated on monthly debit run for affected billing cycles.

### **Inclement Weather**

We will monitor weather conditions, including snowfall, freezing temperatures, and road conditions, through reliable weather forecasting sources. The decision to cancel or delay classes will be based on the safety of students, parents, and staff and will be made at least two hours before the scheduled classes. We will notify all affected students and parents of class cancellations as soon as the decision is made. Notification methods will include email, text message, and updates on our voicemail, website, and social media platforms.

### **Class Days and Times**

Group, semi-private or private lessons are 30 minutes in length. Classes are held at the same time and day of the week during each week of ongoing swimming lessons. Class availability is constantly changing; therefore, you need to inquire at the front desk for available class days and times. We know your swimmer's schedule and availability can change; our front desk would be happy to adjust your lesson schedule for you.

### **Class Sizes**

To ensure your child receives adequate attention and practice, we limit our group class sizes to a maximum of 4 students per class, 3 students per class for preschool ages (2.5 – 3.5 yrs), and 7 students per class for parent-toddlers. Semi-private classes are 2 students. These ratios ensures your child receives individual attention while they develop their swimming skills.

### **Instructor Requests and Lesson Changes**

While we do our best to accommodate requests for students to have specific instructors, we cannot guarantee such requests will be granted. Instructor substitutions, schedule modifications, and other changes can occur. If a lesson is not booked to capacity, we reserve the right to combine enrollment for various lessons in order to fill such lessons, to cancel lessons, or to change the date, time, or level of any lesson at any time. The consistency in our program lies in the method that we teach, not in the instructor. Each teacher has their own personality and certain personalities work better with certain students. If there is a personality conflict, please let the front desk staff know and the office can assist you with changing classes.

### **Monthly Report Cards & Parent Visit Days (Show 'N Tell)**

Your child will receive a monthly emailed report card prior to the parent visit day each month. These report cards will help you track your child's progress from month to month. During the last 10 minutes of one lesson monthly, we invite parents to join the class pool side to see their child demonstrate their swimming skills. Our instructors will summarize, for you, the skills your child has attained since the last Show 'N Tell day and what skills they are going to be working on.

### **Swim Attire**

Swimming suits are required to participate in swimming lessons. We advise you to wear a swimsuit that is comfortable but will not hinder your ability and range of motion in the water. We suggest swimmers in our upper levels bring goggles to their lessons. Swimmers with hair below their ears should have their hair in a secure ponytail or wear a swim cap.

### **Swim Diapers**

Babies and toddlers who are not potty-trained (no accidents in the last three months) are required to wear a snug fitting reusable swim diaper (suggested brands: Happy Nappy, Charlie Banana, Esembly, Hudson Baby, Green Sprouts, Baby Banz) over a disposable swim diaper swim diaper. Because a fecal accident in a pool can force closure of the pool, please make sure to always check your child's diaper or have your child visit the bathroom before the lesson starts.

### **Please Be On Time for Your Class**

Regardless of what time the swimmer arrives, the lesson will start and end at the scheduled time. We suggest arriving 10 minutes before the start of your child's lesson.

### **Waiting Area**

Parents are not allowed in the pool area during the lessons except for Parent Visit Days. We have a large glass wall that will allow you to easily view your child during their lesson. Parents must remain in the Dolphin building during the lesson.

### **Changing Areas and Showers**

There are co-ed showers available on the pool deck. Nude showering is prohibited. Please be considerate of others and limit your shower time to 5 minutes or less. There are private changing rooms provided for your convenience.

### **Illness and Injuries**

For the protection of the other students and our instructors, if your child is sick do not bring them to swimming lessons. This includes exhibiting any of the following symptoms: Fever (temperature of 100°F/37.8°C or higher), severe cough or respiratory symptoms, vomiting or diarrhea, contagious diseases (strep throat, chickenpox, hand-foot-and-mouth disease), unexplained rashes, pink eye (conjunctivitis), and COVID or Flu. Your child should be free from fever, diarrhea, and vomiting or on antibiotics for contagious diseases for 24 hours prior to attending swimming lessons. A child that has any open wound or bleeding that is not scabbed over will not be permitted in the pools. Please remove all Band-Aids before your child gets into the pools.

### **Crying Children**

We know it can be difficult to see your child cry during swimming lessons. Crying is a common way for young children to communicate since they are still learning emotional regulation and have limited ability to express themselves verbally. Consistency and positive support are key to transitioning challenges into tears into cheers. It can often take young swimmers time to get used to being in the water with a new person. We want to help and support you through this process. If your child cries during lessons, rest assured that they are in good hands. Our instructors and lifeguards will work hard to establish a connection with your child to combat their discomfort. Visit our website for helpful tips to help your swimmer through this adjustment process.