



Aqua-Tots Swim Schools Customer Policies

PAYMENTS- Payments must be made in full for student to be placed in the class schedule. By providing your credit card or bank draft information you have agreed to the terms and conditions of Aqua-Tots Swim Schools monthly auto-pay tuition. Tuition is withdrawn on the 1st of each month. Tuition and registration fees are non-refundable. For session based classes, tuition is due at the time of registration. Aqua-Tots does not offer cash, check or credit card refunds for used or unused swim lessons. Aqua-Tots reserves the right to cancel accounts with unpaid balances if payment is not received by due date. There is a service fee of \$25.00 for returned checks

30 DAY NOTICE OF CANCELLATION- Any client wishing to end their commitment is required to fill out the 30 day written notice prior to canceling enrollment. Aqua-Tots consider your student enrolled in the class until we receive this written notice and will bill your account accordingly. If notice is given less than 30 days prior to cancellation, the customer is responsible for the full monthly tuition. Tuition will be pro-rated based on the 30-day written notice of cancellation.

Make-Up Lesson Policy-Today's families have busy schedules-we understand that. Just call ahead and let us know your Tot won't be attending class and we will gladly reschedule for you. Make-up lessons are scheduled the same week they are attended. We begin scheduling makeup lessons for the following week each Monday. If a make-up lesson is missed for any reason it is not eligible to reschedule.

GROUP AND PRIVATE LESSONS/SWITCHING INSTRUCTORS- Aqua-Tots will continue to make decisions regarding where instructors are placed based in the effort to provide our clients with the best swimming experience possible. We understand that different students respond to different teaching personalities. We will always try to respond to these needs. We will never guarantee a particular instructor and always reserve the right to change instructors if other considerations require it. We encourage parents to use different instructors. Why? Aqua-Tots goal is for every child to be able to swim regardless of who they are swimming with, what the circumstances are, and where they are swimming.

GUARANTEE- Aqua-Tots does not guarantee that any child will be independently swimming after a specific number of swim lessons. Every child learns differently and at differing rates. Each child in our program is evaluated by our expert instructors and is taught a progression based swim lesson curriculum. Our goal is for each child in our program to swim independently. We will NEVER guarantee to "Drown Proof" your child. What we WILL guarantee is that your child will learn to swim in our program and have a positive swim experience that will last a lifetime. We teach "Lessons for Life".

MINIMUM ENROLLMENT- A minimum enrollment of two students is needed to conduct a group swimming class. Aqua-Tots reserves the right to cancel a class if there is low attendance. Students will be re-scheduled into the next available class.

IN-HOME LESSONS- If an Aqua-Tots instructor arrives for a scheduled in-home swim lesson and the student is not home or is unavailable, the instructor will wait a maximum of ten minutes after the scheduled time. The instructor will leave a notice and then leave the premises (in-home service only). Parents and/or guardians will be held fully financially responsible for that class, and no make-up lesson will be given.

BAD WEATHER- Due to the large region we service, it is the parents' responsibility to contact the Aqua-Tots office immediately if bad weather is present. We will be happy to reschedule.

SWIMMING LESSONS NEVER REPLACE ADULT SUPERVISION.
PLEASE WATCH YOUR CHILDREN AROUND WATER.