



## Aqua-Tots Swim Schools Customer Policies

**GROUP AND PRIVATE LESSONS – SWITCHING INSTRUCTORS-** Our clients have become fond of particular instructors. So have we – we love our instructors! Aqua-Tots will continue to make decisions regarding where instructors are placed based on our 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 before or during a session 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 FOR GROUP LESSONS-** A minimum enrollment of two students is needed to conduct a group swimming class. Aqua-Tots reserve the right to cancel a class if there is low attendance. Students will be re-scheduled into the next available class.

**MAKE-UP LESSONS-** Aqua-Tots understands how hectic schedules can get today. As a courtesy, we offer our clients the ability to “make-up” lessons that are missed. In order to be eligible for a make-up lesson you **MUST** contact the front office prior to missing the lesson. Any lessons missed will otherwise be considered no-shows and are not eligible for a make-up. Make-up lessons are scheduled the **same week you wish to do the lesson.**

**PRIVATE LESSONS/MAKEUPS/NO SHOWS-** If an Aqua-Tots instructor arrives for a scheduled private swim lesson and the student is a no-show, 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 event, and no make-up lesson will be given. For facility and satellite private lessons, in order to be eligible for a make-up lesson, you **MUST** contact the front office prior to missing the lesson. ***Private lesson make-ups are not guaranteed to be private lessons and will be booked into a group lesson of the appropriate level in the event that a private lesson is unavailable.*** Any lessons missed will otherwise be considered no-shows and are not eligible for a make-up.

**CANCELLATION FEES-** Aqua-Tots requires a 30 day written notice prior to swim lesson cancellation. 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. All clients are responsible for a two month commitment. Registration fees are based on the calendar year and are non-refundable.

**REFUNDS-** ***Aqua-Tots does not offer cash refunds for used or unused swim lessons.*** Once registered, the client has committed to paying for two months of swim lessons. This is non-refundable. Any client wishing to end their commitment must fill out the 30 day written notice prior to canceling enrollment. In the event that there are unused lessons, the client may be issued a gift certificate which may be used towards future swim lessons or may have a credit for unused swim lessons placed on their Aqua-Tots account. Credits may be used toward swim lessons only, and may not be used towards merchandise in our retail stores.

**PAYMENTS-** Payments must be made in full at the time of registration for student to be placed in the class schedule. Tuition is due on the 1<sup>st</sup> of each month and will be automatically charged to the credit/debit/bank account information on file. There is a \$25 dollar fee for any returned checks. Aqua-Tots reserves the right to cancel accounts with unpaid balances if payment is not received by due date.

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