

Swim Lessons Terms & Conditions



INITIALS

Front Desk Check-In: All swim students, both members and non-members, are required to check in at the Front Desk each day. Please present your color coded laminated swim card. If you forget your color coded swim card please provide your name to the Front Desk attendant. Failure to check in can result in the forfeiture of classes and/or membership.

INITIALS

Missed Class Policy: Consistent class attendance contributes to natural and fluid learning. The more classes that your child attends, the smoother your child's progress will be. Payment and enrollment is for an entire session, not individual classes in a "pay-as-you-go" fashion. Therefore, refunds, credits or substitutions for group lessons are not available.*

- » Missed classes will not be rescheduled, although we do encourage your child to attend class even if they arrive late
- » Refunds or credits for missed classes are not offered
- » If a student begins classes after the Session has already begun, the class cost will be prorated to the appropriate start date

**Credits for medical situations supported with a written acknowledgment from a licensed medical practitioner will be reviewed from the date we receive the written acknowledgment. All requests must be made in writing. Medical consideration will only be given for the current session. No consideration will be given to classes missed for past sessions. Credits are issued only on a case-by-case basis and can only be approved by the Aquatics Director. Any credits issued must be completed within one session from the date issued and can only be used with the Aquatics Department.*

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Swim Diaper Policy: All children 4 & under must be in a reusable swim diaper, whether they are potty trained or not. Statistically, young children and new swimmers lose control of their bladder and bowels more often than older swimmers and more proficient swimmers. For the safety and comfort of all swimmers this policy will be strictly enforced.

INITIALS

Member Registration: Member registration is extended to only the children of the member. The use of a ClubSport membership number for registration of a non-member can result in the forfeiture of classes.

INITIALS

Registration and Payment: All registration and payment must be completed prior to the first class. Payment implies agreement to all posted Terms and Conditions.

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Class Changes: After registration and payment is complete changes to classes are subject to a \$25 change fee.

INITIALS

Session Cancellation Requests: Session cancellation requests must be submitted no later than 48 hours prior to the first day of the session. All cancellations must be submitted in writing via cssj-aquatics@clubsports.com and approved by the Aquatics Director. Session cancellation requests are subject to a \$25 service charge. Refunds take one to two weeks to be issued. All requests will be handled on an individual basis. No refunds will be issued if the request for cancellation is received less than 48 hours prior to the start of a session or after a session has begun.

INITIALS

Classes with Only One Student: 24 hours prior to the start of any session, we reserve the right to cancel any class in which only one student is enrolled and reschedule placement for that student.

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Pool Use Policy: Pool use is reserved for ClubSport members only. Non-members are asked to wait in the viewing area until their classes start and are asked to exit the facilities upon completion of their swim class. ClubSport member children are allowed to swim by themselves during the family swim hours if they are over the age of seven and are able to swim. Parents should remain in the viewing area during this time. While in the water, all children six years and younger must have an adult guardian in the water with them. The adult guardian needs to be within an arms length of child at all times. Children ages 13 to 18 are allowed to use the pools per ClubSport membership guidelines which include a ClubSport membership and a guardian escort.

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Lesson Viewing: All lesson viewing must be done from the viewing area. For the safety and protection of our swimmers, walkways are to remain free and clear of shoes, crowds, parents, toys, towels, etc.

- » No viewing from the pool deck is allowed
- » Parents are not allowed on the pool deck
- » Non-swimmers are not allowed on the pool deck

INITIALS

Children Must Be Escorted By an Adult: Children under the age of 13 must be escorted by an adult to the swimming pool.

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Audio/Video Equipment: For privacy and security reasons, cell phone cameras, cameras and video equipment are prohibited on the pool deck, in the viewing area and in the locker rooms.

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Private Lesson Customers: Private lessons customers requesting a schedule change are required to provide a written request to cssj-aquatics@clubsports.com at least 24 hours before the scheduled lesson or the scheduled lesson is forfeited. Schedule changes are limited to two changes per session.

Credits for medical situations supported with a written acknowledgment from a licensed medical practitioner will be reviewed from the date we receive the written acknowledgment. All requests must be made in writing. Medical consideration will only be given for the current session. No consideration will be given to classes missed for past Sessions. Credits are issued only on a case-by-case basis and can only be approved by the Aquatics Director. Any credits issued must be completed within 1 Session from the date issued and can only be used with the ClubSport Aquatics Department.

Failure to comply with these policies can result in the forfeiture of classes and/or membership.

Parent Printed Name

Signature

Member #

Date

Please list all student's – registered or not.

Student's Name

Student's Name

Student's Name