

Little Swimmers Policies & Procedures

- ❖ Lessons are paid in advance, starting the first week of each 4 week lessons cycle. Lessons are considered to be on-going & year round. Once you pay the registration fee, your swimmer is a life-time member.
- ❖ We assume you want to continue lessons, and tuition automatically renews unless we get a written cancellation notice 2 weeks prior to any new cycle start date as reflected on your payment receipt. Once a lesson cycle has started, there are no refunds.
- ❖ If your swimmer is sick or can't make a scheduled lesson, we need to know 24 hours in advance of the lesson time to be able to offer you a make-up lesson. This does include illness. If we receive less than 24 hours cancellation notice, a make-up will not be offered. Please always notify the office directly at Office@LittleSwimmersConcord.com.
- ❖ We offer 1 make-up per four week tuition cycle. Any additional absences during a tuition cycle would not be eligible for a make-up class.
- ❖ Make-ups cannot be scheduled in lieu of a regular lesson but would need to be an additional day/time. Once a make-up is scheduled, it cannot be re-scheduled for any reason. Make-ups do not expire, unless your swimmer is no longer an active swimmer. Make-ups are not guaranteed!! We will do our best to accommodate, however we encourage you to make every effort to attend your scheduled class each week.
- ❖ Our program is designed around creating a bond with your assigned instructor. However, there are times that your instructor is out/sick. In that case, we will provide a substitute instructor to teach the lesson in their place. All instructors follow the same format and will leave notes on your swimmer's progress. Unless you are contacted by Little Swimmers and told otherwise, the lesson will take place as planned.
- ❖ No food or drink is allowed in the facility. Please do not bring snacks or drinks (other than water) into our facility or onto our pool decks.
- ❖ No running allowed on the pool deck. Please make sure siblings are not being disruptive in the pool area during lessons.
- ❖ Children that are not potty-trained will need to wear a re-useable swim diaper. Please make sure your swimmer uses the restroom prior to their lesson to avoid any accidents.
- ❖ Parents are required to stay in the facility during their swimmer(s) lesson. They may need your help going to the bathroom and we need to have a parent available in case of an emergency.

By signing below, I acknowledge that I have read and agree to adhere to Little Swimmers policies as listed above.

Signature of Parent/Guardian:

Date: