

EUNICE'S SWIM SCHOOL POLICIES AND PROCEDURES

QUALITY OF LESSONS: All instructors have been trained to our standards and style of teaching. Our standard is to provide the best swim lessons. We focus on teaching your child proper swim skills and ensuring that they have attained the true standards of the Red Cross level they are in before the badge is given out.

REGISTRATION POLICY: To ensure your placement, we **REQUIRE** payment in **FULL** upon registration. Payment can be made either by a current cheque, cash, debit, MasterCard visa or barter in full, or a \$50.00 deposit and a post dated cheque for the balance dated no later than 1 month before the program commences.

LATE PAYMENT: Any balances not paid in full by the 1st lesson will be subjected to a penalty of \$10.00 per child

TRANSFER FEE: Should you want your child transferred to another day and time one the program has commenced, we require a \$5.00 transfer fee per participant paid to us to cover administration costs.

NSF and RETURNED CHEQUES: There will be a \$30.00 cash charge for all returned or NSF cheques.

CANCELLATIONS:SWIMMING LESSONS ARE NON-REFUNDABLE. If one wishes to cancel their session, they will receive a credit for those lessons, **NO form of money will be returned.**

ABSENTEEISM/ MAKEUPS: Our makeup policy for the low-ratio *semi-private* classes or *private* "1" per session. Makeup classes will be scheduled at the end of the session or mid-session. If it cannot be scheduled with ease, we will provide a Credit of ½ the value of the missed class toward the cost of the next session. Once a makeup has been scheduled, it will be deemed to have been taken although you may suddenly find you cannot attend. ***Makeup classes are NOT necessarily with the original instructor and are non-transferable.***

YOUR PERSONAL BELONGINGS: If you are concerned for the safety of your personal items left in the change room we recommend that you bring your own lock to use during the time you are here. We are not responsible for lost or stolen articles.

HEALTH AND SAFETY: The Public Health Department requires the **Removal of Street Shoes** in the pool area. Also, the pool deck is very slippery so a "No Running" policy must be strictly enforced. Please assist us with keeping your children safe. Street shoes **MUST** be removed **BEFORE** entering the change rooms. You can leave them outside in the hall or carry them into the change room and put them in a locker so they don't come into contact with the floor.

SWIM CAPS: We require all bathers whose hair exceeds 2 inch in length to wear a swim cap. Our prime reason for this is safety, following the results of an inquest into an unnecessary death at a nearby pool. Also, this enables the swimmer to get the maximum benefit from their swim lesson as well as eliminate the accumulation of hair from the skimmers, avoiding damage to the filtration system.

GOGGLES: It is mandatory that our swim students wear goggles. You can obtain more details from the office staff. We can also assist you in determining the best style of goggles to properly fit you or your child's facial structure.