

# 2020 Swim Lesson Policies Agreement Form

\*\*\*Parent Must Sign and Date this form on page 2 acknowledging that they have read these policies and agree to abide by them. \*\*\*

## Registration and Payment Process

- Registration begins on **June 1, 2020** and is on a first come-first serve basis. Lessons may only be scheduled for the registration period being offered by calling or emailing Renee Allen at (989) 832-3256 or allenr@wmfc.org
- **Lesson Information**

Type of Lesson	Instructor/Student Ratio	Cost Per Child Per Lesson	Class Length of Time	Age
Private	1:1	\$15.00	30 minutes	4yrs to Adult
Semi Private	1:4	\$10.00	30 minutes	4yrs to Adult

- Calls and email communications are returned in the order that they are received. When your communication is returned we will ask for information to begin the registration process. The final step in the registration process, requires you to come to the Center by the deadline that you're given, complete and sign the registration form and pay your fees. Lessons are confirmed only when the process has been completed.
- Payment by check or cash must be made IN FULL at the time of registration. No lesson will be scheduled without full payment. Once a lesson is scheduled and paid for, it is non-refundable. We are unable to take credit card payments.
- Although we do our best to schedule the same instructor for each swim lesson, due to scheduling and situations beyond our control, we cannot guarantee the same swim instructor for every lesson.

## Communications

- Each parent will receive a *Swimming Lesson and Swimming Safety Packet* when they register for swim lessons. This packet is filled with information that we hope you will find informative and helpful.
- Text message or email updates will be sent to the phone number or email address listed on the registration paperwork. If you prefer a specific method of communication please let us know and make a note on your swim lesson paperwork.
- If you have questions about your child's progress please contact the instructor either before or after the lesson at 989-832-3256. Instructors often have back to back lessons and are not available to talk to parents between lessons.
- Please direct any non-lesson questions to the head lifeguard or the WMFC Aquatic Director.

## Before Each Lesson

- **Arrive early.** Allow at least 10 minutes prior to the start of a lesson to find parking, get into the facility and assist your child in the locker room.
- Sign in at the WMFC Welcome Center and get a wristband for your child. Parents and observers also need to sign in and pay to get a wristband if they plan on entering the pool or the pool area. Swim lesson participants swim for FREE during Open Swim before and after their lesson.
- Please bring a swimsuit and a dry towel for your child. Goggles and caps are optional.
- Regular diapers are not allowed in the pool area. Children who are not toilet trained must wear swim diapers under their swim suits. **Help us to stop the spread of Recreational Water Illnesses!** In order to maintain a healthy and safe swimming environment, we must insist that you change your child's diaper in the locker rooms on the diaper changing stations. **DO NOT change diapers on the pool furniture or on the locker room benches or counters.**
- Please use the lockers in the locker room, and your own lock to store personal items. Please leave your valuables at home.
- Please make sure that your child uses the restroom and showers with soap before entering the pool area. It is suggested that your child visit the restroom every 30 minutes during your visit to the pool.

## Parent/Guardian Expectations

- Parent/Guardian may leave the facility after they have placed their child under the direct supervision of the instructor, but must be back on the pool deck 5 minutes prior to the end of the lesson. Swim instructors usually have back to back lessons and thus cannot supervise your child once their lesson has ended.
- Please do not interrupt swim lessons. This distracts your child from getting the most out of each lesson.
- The most important role of a parent or guardian during and after a swimming lesson is to be positive and patient with your swimmer's progress. There is no set pace for your child's swimming improvement.

- It is expected that all parents and swimmers will abide by all WMFC Swimming Pool Rules.

### Cancellations/Missed Classes/Tardiness

- If a child fails to attend their scheduled lesson, WMFC is still committed to paying the instructor for that lesson. As a result, we will strictly enforce our cancellation/rescheduling policy.
  - Each child gets **ONE** grace pass for the summer that can be used to reschedule a lesson that has been missed. Ex: If your child is not feeling well, the parent may choose to use the grace pass to reschedule.
  - If your child is not able to make a rescheduled lesson there will not be another option to make up the class.
  - If **WMFC cancels a lesson**, WMFC will contact you to reschedule the lesson. WMFC will notify you in case of pool closing and swim lessons will be rescheduled. Please have a working phone number on your swim lesson paperwork in the event that we need to contact you.
  - **Cancellations** are non-refundable and will only be rescheduled by using the grace pass.
  - **“No Shows”** are non-refundable and may not be rescheduled without incurring additional fees. Grace passes may not be used for “no shows”.
  - **Tardiness** - Any child who is late to a swim lesson will only be taught for the remainder of the time that is left in their scheduled lesson. EX: 4-4:30PM lesson, child arrives at 4:10PM, they will be taught until 4:30PM. If a child is 15 minutes or more late, the swim instructor is not required to teach the lesson and the lesson will be considered a “No Show” and will not be refunded or rescheduled.
  - We would be happy to accept a signed doctor’s note in lieu of the grace pass to reschedule a lesson.

### Weather/Pool Closure

- In the event of inclement weather, please call ahead to determine if the lesson is still being held.
- Lessons are conducted regardless of weather, except in cases of pool closure. In the event of a pool closure, the lesson will be rescheduled by WMFC. WMFC will work to determine a time to reschedule the lesson that will work for everyone involved.
- If the pool is closed for any reason and your lesson has less than 15 minutes or less remaining, your lesson will not be rescheduled.

### Health/Medical Conditions

- Please notify us if your child has a medical condition, such as, but not limited to, allergies, seizures or epilepsy, and make a note on your child’s swim lesson paperwork. We may request that your child obtain a medical clearance from a physician prior to starting swimming lessons. In the event of an emergency, knowledge of medical conditions will aid our staff and emergency personnel in providing care.
- To prevent the spreading of illnesses, your child **MUST NOT** attend lessons if:
  - Child has had a **fever** or has **vomited** within the last 72 hours
  - Child has had **diarrhea** in the last 72 hours
  - Child has **green/yellow discharge** from the nose

### Additional Important Information

- Swim lesson participants are welcome to stay for Open Swim and swim for FREE as long as they sign in and obtain a wristband from the Welcome Center.
- *Periodically photos are taken for marketing purposes. By signing this form you are consenting to having your child photographed for use in WMFC publications. If you DO NOT wish to have your child’s photos used in such a manner please write a sentence at the bottom of this form stating such.*
- The Assisted Locker Room is available for changing or restroom use. Please enter through the poolside entrance.
- Food and drinks, other than water, are NOT allowed in the pool area.

I have read and agree to abide by the above policies:

Swim Participant’s Name: \_\_\_\_\_

Printed Name of Legal Parent/Guardian: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Signature of Legal Parent/Guardian: \_\_\_\_\_ Date: \_\_\_\_\_