

Samantha's SwimmingLLC Policies (as of 08/01/2020)

CANCELLATION POLICIES

We no longer allow cancellations during the summer months. Weeks go into creating and catering to our schedule and therefore, we book up! Please only enroll if you know your vacation/camp schedules. This is a huge reason why we wait till May to begin scheduling for summer lessons.

During the school year, you are allotted one lesson to be made up if a time becomes available. If you cancel your lesson, we will attempt to make up the lesson if a **24 hour courtesy is made**. THERE IS NO GUARANTEE TO MAKE UP A LESSON. Please pay attention to school conflicts, doctor's appointments, etc. that may conflict with your scheduled swimming lesson.

With over 300 people on our wait list it is not fair to keep postponing the schedule. When you cancel late, you cause a chain reaction between the instructor, other students and it interferes with the schedule. We are a business. Please respect the schedule as such.

SNOW DAYS

We follow District 81's Snow Day protocol. Although, if our particular location is icy or compromises safety, we will cancel. Please pay attention to your cell phones for text messages on such days. I pay close attention to safety and err on the side of caution. I will cancel if it is not safe.

In the event that we have to cancel, we will prorate the next month's lesson price

PAYMENT & SESSIONS

Upon scheduling your lessons, the schedule is final. Each session will have tuition due at the **beginning of each month**. Payment is due on the *FIRST* day of YOUR first lesson of each month. Your tuition will hold your spot exclusively for your enrolled swimmer(s). You are confirmed and committed for the entire session.

If you are a part of a semi-private lesson and you know you will be absent, you are still required to pay for the entire month.

Please put payment in a prepared envelope and place it in the lockbox on the wall.

SCHEDULING CONFLICTS

If you enroll your child in another sport, please be certain that the schedule will not conflict. In years past, we have seen many scheduling conflicts that make the schedule difficult.

If you enroll in swimming for the winter session you are acknowledging that your swim schedule is a priority and you will not allow conflicts to interfere. This is to ensure your commitment to your child's progress and to maintain an organized schedule. Without schedule consistency, your child's progress may be at risk.

ILLNESSES (prior to COVID-19)

We take illness and the spread of germs very serious. The rule of thumb for swimming lessons is if your child did not go to school or had to miss out on an activity, they are not well enough to swim. Another rule of thumb is if symptoms from the neck up and there is no fever (normal winter runny nose), you are safe to continue lessons. If symptoms are from the neck down (respiratory), cancel lessons.

If your child has an active cough, a fever, diarrhea or is not acting like themselves, please cancel.

We teach kids from all over Spokane and try to keep from spreading illnesses. If your child comes to swimming sick, the instructors are at risk for becoming ill. Please do your best to keep your colds at home!

We will try to make up the lesson if you follow the proper protocol.

COVID-19

Please see COVID-19 protocol pdf.

Swimmer & Instructor Interaction

We take great pride in what we do. Every attempt to keep the same instructor with the same student is made unless otherwise requested. If you know certain tips and tricks that will help your child succeed, please let us know. If your child is struggling or certain communication tactics are better than others, please let us know. We want your child to succeed and thrive in the water— we can only assist your child the best we can if an open line of communication is formed between the swimmer's parent and instructor. Upon filling out the registration form, please make note of any learning disabilities or specific needs your child might have.