

These policies are in addition to the general policies signed upon registration. These are area specific policies, and ALL DBSA policies must be followed.

WMCC Private Lesson Policies:

A) Observation is via CCTV only in the designated watch area. No one is permitted on the pool deck, pool area or in the water during lessons.

B) If you are more than 5 minutes early to lessons, please wait in the locker room. No one is permitted on deck more than 5 minutes early to due limited spacing. You will be asked to leave and return at the appropriate time.

Client Conduct & Responsibilities:

A) At no time are clients permitted to privately message, call, text, contact or seek to gain personal information in relation to instructors or other staff members. All communication is to be directed through DBSA. No exceptions. **Violation of this policy results in immediate program termination with no warning, loss of payment, forfeit of lessons and no re-admittance to the program.**

B) Instructors are not permitted to answer questions, receive information, or comment on policies to prevent miscommunication and scheduling interruptions. At no time is a client permitted to pressure, intimidate, or verbally harass any DBSA instructor or staff. Rude comments or aggressive behavior will result in program removal with payment forfeiture and no re-admittance.

- Instructors are swim teachers ONLY and not trained on scheduling, policies, or office issues.
- ALL questions, comments or concerns are to be sent to the DBSA office staff via any one of the methods of electronic communication available.
- If you have an issue with an instructor, please let us know immediately. At no time should an instructor be rude or have an unprofessional demeanor.

C) All participants must wait in the designated area before lessons. No one is to approach the instruction area, cross the pool deck or use the emergency exit/employee door.

D) Students must be picked up on time. *Please make sure to be on deck 5 minutes before the lesson end time.* **Clients who are late to pick up students will be charged a late pick-up fee of \$15 for each late pick-up to compensate the lesson afterward for the shortage to their lesson time.**

E) **ALL clients are required to have the mobile app downloaded and notifications enabled.** We send emergency messages, reschedules, closures and other important information through this application. Missed notifications or reminders are not the responsibility of DBSA

Weirton Millsop Pool Policies:

Dream Big Swim Academy is an independent entity and is not affiliated with Millsop Community Center. Maintenance, upkeep, and other general issues and complaints about the facility should be taken to the facility staff.

A) This is a rented facility, and we are subject to ALL pool rules and facility management.

B) Dream Big Swim Academy is not responsible for pool or building closures. Rescheduling may be possible but is NOT guaranteed. If lessons cannot be rescheduled, they will be forfeited. No refunds or credits given.

C) Inclement weather conditions such as hazardous road conditions, snowstorms, thunderstorms, lightening, etc., which result in pool closure or lesson cancellation will not be refunded or credited in any way. Rescheduling may be possible but is NOT guaranteed. If lessons cannot be rescheduled, they will be forfeited.

D) If swimming is not possible due to thunder, lightning, or some other act beyond our control, but the facility remains open, we may do dry-land exercises, conditioning, and water safety reinforcement activities. **THIS IS A LESSON.** There will be no make-up lesson, refund, or account credit. If you choose to leave, the lesson shall be considered forfeited.