

# **RO & RI AQUATICS Policies, Procedures, Release of Liability Agreement**

**It is critical that you understand the Policies, Procedures, Release of Liability and Fee Agreement of our school to ensure each student has a fun, rewarding and safe experience when learning to swim.**

**Payments/Cancellation Policy/Refunds** When you enroll your student in classes you are reserving a slot for your child that is in high demand. By reserving this spot you are agreeing to pay for your reserved spot independent of your child's attendance. We know it's summer and vacations are planned which may cause you to miss a couple lessons, that's okay! Just let us know about planned vacations at the start of each session and we can work our way around that week(s)! Payments are taken via **CASH//CHECK/VENMO** at the **BEGINNING OF EACH 5 WEEK SESSION** (with the exception of Baby & Me group classes that are charged weekly). If we are not given at least a **12 HOUR NOTICE** of cancellation before your scheduled lesson, a make-up session cannot be offered and no refunds will be given for that lesson. If you do notify us at least 12 hours in advance, we can reschedule your lesson for you! **MAXIMUM of 2 reschedules per session.**

**Lessons** All lessons are scheduled in **30 MINUTE** increments. This time begins at the scheduled start time. For the 5 lesson sessions, each lesson is 30 minutes in length, one day per week (unless you are on schedule for 2 days per week) running the same day/time each week for the duration of the session. Drop in classes are also available for anyone who wants extra lessons throughout the week if slots are available!

\*Upon request, we can schedule hour-long lessons depending on availability.

**Pool Temperature Requirements** A few summers ago, we ran into the common problem of pools beyond super chilly and unbearable for the kiddos. This not only caused crying kids who didn't want to swim, but also stunted their progress by a lot! This year, in order for swimmers to be able to swim comfortably and have good performance, the pool temperature must be at least

**80° Fahrenheit.** If upon arrival, the pool is not up to temp, unfortunately we will not be able to continue with the lesson and it will be considered a late cancellation with no refund or makeup.

**Parent/Guardian Attendance** If your child is a **beginner/has fear of water/has separation anxiety**, we would love for you to stay close by and watch from a *discrete* location. Participants' parents/guardians should remain out of their child's visibility during the duration of the 30-minute lesson. We know it can be stressful/emotional as a parent to see your little ones crying on their first couple of lessons, but it's totally normal! We want you to be able to watch your swimmer's progress, however, we need our instructors to gain rapport and trust with our swimmers. **Breathe ... they are in good hands and will be okay!**

**Inclement Weather** In the case of inclement weather, a make-up class will be scheduled for later in the session. In the event that a makeup class cannot be scheduled, your original payment method will be reimbursed for the class canceled.

**Goggles/Attire** Unless otherwise directed by their instructor, all students should have a pair of goggles at every class. We do offer loaner goggles for those who don't have their own. Infants (ages 6mo - 1 year) do **not** need goggles for lessons. We do advise that you try to avoid mask goggles that cover the nose. Swim caps are optional/preference (NOT required). Participants must be ready in their appropriate swimwear at the start of the lesson. Don't forget a dry towel for the end of the lesson!

**Photo Release** I understand that photos and/or video may be taken by Ro & Ri Aquatics instructors. I hereby give Ro & Ri aquatics permission without limitation or obligation, to use photographs, film footage, or recording which may include my or my child's image for the promotional or instructional purposes. Your image will not be sold to any third party for their private or public use.

☐ I do **NOT** give permission for photos and/or videos to be taken of my child or self for any purpose.