**Northside Swim Academy Handbook for Clients**

*Created by CEO/Owner/Founder: Jonathan J. Booth*

*The following information will provide to provide all Northside Swim Academy Clients with clear and concise communication about the company’s policies.*

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**Expiration Dates, Cancellations, Refunds & Continuation Fees**

***Expiration of Payment & Continuation Fees***

* The following rule applies to Community Swim Lessons, Learn to Swim Lessons, Water Aerobics Classes, and Scheduled Personal Training
* In order to make sure our operations are being able to be funded amply, if a client chooses to extend their lessons beyond the guidelines given below, then a $20.00 continuation fee will be enforced. This continuation fee will be a monthly payment if the client wishes to keep lessons/sessions/classes active.
* As of February 1st, 2025: Upon purchase, the client will be required to pay a $20.00 continuation fee so in the case of any lessons/sessions/classes that run past its period that is allotted. This $20.00 is 100% refundable if the lessons/sessions/classes are completed in the parameters listed below. This refund will be processed to the client upon completion of the set of lessons/sessions/classes.
* If the client wishes to re-up on lessons/sessions/classes and they have completed their previous set of lessons/sessions/classes, they will not be charged a new $20.00 down payment and they will continue to be eligible to have that $20.00 down payment on file to go over into the next set of lessons/sessions/classes.
* The client may request to have the continuation fee refunded at any time after at least one lesson/session/class has been completed of the amount of lessons/sessions/classes. If the client reaches the expiration date of the lessons/sessions/classes, but do not make it clear whether or not they would like the fee refunded after a 72 hour period from the expiration date, the $20.00 will automatically be applied to the lessons/sessions/classes and the inquiry will automatically have 28 days added on from the 72 hour period after date of the end of the expiration date.
* Expiration dates will be communicated to the client in payment confirmation emails
* If the client chooses to not renew their lessons/sessions/classes once a set is completed, then the $20.00 will be refunded payment method they paid with originally. Northside Swim Academy will provide email proof that this transaction was completed. Once the transaction has been completed on the company’s end, the company is not responsible for any issues that the refund may have due to other parties outside of the company’s control.
* *Expiration Date Parameters*
  + 1 Lesson/session/class: must be completed in 2 weeks of first scheduled lesson/session/class unless a promo deal waives this rule. No down payment will be required for a purchase of 1.
  + 2-3 lessons/sessions/classes: must be completed in 3 weeks first scheduled lesson/session/class unless a promo deal waives this rule. No down payment will be required for a purchase of 2-3.
  + 4 Lesson/Class/Session Bundle: must be completed in 4 weeks first scheduled lesson/session/class unless a promo deal waives this rule. A down payment of $20.00 will be required for this purchase and will also be applicable for 5-7 lessons/sessions/classes. Each lesson/session/class beyond 4 will have a week extension (for a lesson/class/session per week time parameter). The $20.00 will not be ineligible for refund until the time period that corresponds to the amount purchased is exceeded.
  + 8 Lesson/Class/Session Bundle: must be completed in 8 weeks first scheduled lesson/session/class unless a promo deal waives this rule. A down payment of $20.00 will be required for this purchase and will also be applicable for 9-15 lessons/sessions/classes. Each lesson/class/session beyond 8 will have a week extension (for a lesson per week time parameter). The $20.00 will not be ineligible for refund until the time period that corresponds to the amount purchased is exceeded.
  + [ONLY LTS LESSONS AND PT SESSIONS AVAILABLE IN THIS QUANTITY] 16 Lesson/Session Bundle: must be completed in 16 weeks first scheduled lesson unless a promo deal waives this rule. A down payment of $20.00 will be required for this purchase and will also be applicable for 17-23 lessons. Each lesson/session beyond 16 will have a week extension (for a lesson/session per week time parameter). The $20.00 will not be ineligible for refund until the time period that corresponds to the amount purchased is exceeded.
  + [ONLY LTS LESSONS AND PT SESSIONS AVAILABLE IN THIS QUANTITY] 24 Lesson/Session Bundle: must be completed in 24 weeks of purchase unless a promo deal waives this rule. A down payment of $20.00 will be required for this purchase and will also be applicable for 25+ lessons/sessions. Each lesson beyond 24 will have a week extension (for a lesson/session per week time parameter). The $20.00 will not be ineligible for refund until the time period that corresponds to the amount purchased is exceeded.
* If the down payment of $20.00 is used for another month extension (4 weeks), the client will have 4 additional weeks to complete their lessons/sessions/classes. If the client is not able to complete the lessons/sessions/classes within this extension, they will be charge another $20.00. If they choose to not pay another continuation fee, these lessons/sessions/classes will automatically expire. The client has 72 hours beyond the expiration date of their lessons/sessions/classes to confirm via text, email, phone call, or in person communication whether they would like to pay the $20.00 continuation fee. No communication within this 72-hour period will result in expiration of lessons.
* If a client refuses to pay the second continuation fee, then they will not be able to continue lessons/sessions/classes until this $20.00 fee is paid. If 72 hours after their lessons/sessions/classes have expired elapse, then these lessons will automatically expire. The client has the freedom to appeal this due to a situational based circumstance but is not guaranteed an outcome that favors them.
* For a purchase of 1-3 lessons, the down payment will not be required upon purchase, but 1 lesson will have a 14-day (2 week) expiration period. Purchases of 2 or 3 lessons will have a 21-day (3 week) expiration period. If a non-bundle of 1, 2, or 3 lessons are purchased, then there will be no continuation fee billed to the clients. Once the expiration dates hit, these lessons will automatically expire unless the client makes it known to management with a phone call, email or text message within a grace period of 24 hours after the expiration date, that they would like to push the expiration date. The charge for a pro-rated continuation fee would be $5.00 per 7 days of extension, with the max extension being 3 weeks (21 calendar days). The client has the freedom to appeal this due to a situational based circumstance but is not guaranteed an outcome that favors them.
* Having an active membership in good standing makes everything detailed out in this section unapplicable since being a member of Northside Swim Academy automatically waives this fee.
* This does not apply to mobile inquires. All mobile inquiries have a 120-expiration day period. If a package is not completed after 120 days, the payment will automatically expire.
* Lessons, classes, and sessions can only be scheduled out 28 days in advanced. Anything beyond this, special approval from management needs to be given and/or a promo deal may overwrite this during a temporary time.

***Cancellation & Refunds***

* A client may request a cancellation of lessons, classes, or sessions at any time with understanding the following rules
  + If no lessons have been used, you may receive a full refund if requested within 28 days of payment minus a $25.00 cancellation fee
  + If some lessons have been used, a prorated refund will be issued based on the number of remaining unused lessons if requested in 28 days of payment, minus a $25.00 cancellation fee
  + No refunds will be issued after 50% of the bundle has been used
  + Refunds will not be accepted after 28 days after the purchase
  + Refunds may take up to 7 business days to process. Once the company processes the refund, we will send you screenshot proof via email that the refund has been processed on our side. Once this has been completed on the company’s side, the pending payment is in the hands of your bank and not the company’s responsibility. If you are having trouble receiving your refund and you have received proof of the refund being processed, please consult your bank.
  + Account credits/coupons for your next purchase may be offered instead of refunds under certain circumstances (even after the 28 days from payment).
  + Exceptions may be made for documented medical reasons or any other situation deemed necessary by the executive team. This will be handled on a situation-by-situation basis.
* Cancellations about swim team and membership can be found on the sections of those programs. These policies apply to all learn to swim lessons/community swim lessons, mobile inquiries, lifeguard training classes/CPR classes, pool operation services, water aerobics classes, hydro physical therapy, or any special event programing with a pay to enter fee. This does not apply to membership and monthly swim team payments for age group swim team and master swim team.

**Memberships**

**Sign Up and Payment Processes**

* All payment methods will be set up through our POS Square account
* In order to request information about a membership, please call (678)-208-3629 and dial extension 6 to reach our regional membership and merchandise director
* In order to sign up you will need to complete the Google Form so we can have all the information needed on file
* When the sign-up form is completed, a link will be sent to your phone via text message to pay for your first month (see pro-rated rules below)
  + Pro Rate: if you sign up for membership after the 15th of any month, your first payment will be pro-rated 50% off. If your membership is activated within the last 3 days of the month, the first payment will cover the last 3 days of the month and the entirety of the next month
* Memberships ARE NOT active UNTIL we have your first payment
* All memberships will be billed on the 1st of the month by default. Sometimes they may bill on a different day if processed that way. Sometimes, there may be cases where payments can be billed on a date that is not the first of the month, but this is a rare occurrence.
* All membership payments are made by completing the instructions on the invoice that is sent via email that you have put in the Google Sign Up Form. You may opt to put a card on file to automate payments. If you opt-out of automated payments, then the client has the responsibility of manually making the payments on time.
* If your card is declined or payment is failed to be made on the 1st of the month, the client has until the 5th of the month or less to renew the membership otherwise your membership will be suspended for 30 days. This suspension can be appealed but is not guaranteed to be overturned. All late payments will be handled on a situation per situation basis. This sometimes my be extended to the 10th of the month under certain circumstances. This will be handled on a situation per situation basis.
* If you would like to immediately lift the suspension your membership with us within this 30-day deactivation period, there will be a $50.00 suspension removal fee. Membership will not be reactivated until the missing payment is made and by default will be deactivated if there is no communication nor payment in a timely manner. If your membership is deactivated, any account credit you have on file will be erased and non-obtainable.
* You may cancel your membership at any time by reaching out to our membership department. Note if you cancel after the first of the month or whenever your last payment was made, the membership will be activated until the end of that billing cycle. Refunds will not be processed for the most recent billing cycle.
* When paused or cancelled, you may renew your membership without any renewal fee at any time.
* Failure to make payments over the course of a 6-month period (with 3 or more missed payments mixed with suspensions) could be subject to permanent membership termination. This will be processed on a situation per situation basis.
* If you pause or cancel your membership, you have 90 days to reactivate it to regain access to all of your credit on file. If you renew past this 90-day mark, your credits will be reset to $0.00. If you make it clear you want to cancel your membership, your credit will be removed immediately and not function under the 90-day rule for account credit.

**Membership Terms:**

* All scheduled programming including learn to swim lessons, community swim lessons, water aerobics classes, scheduled personal training (Northside Fitness), and any swim team programming (master swim team programing included) are reduced prices with any membership (40% to 50% off depending on scheduled programing). This also includes a 20% discount for all Northside Swim Academy merchandise.
* Every billing cycle, 25% of your payment will be held on file for credit, which can be used in any programing (scheduled or individualized). Any service we offer you may use your credit on file to reduce the price even more.
* To check your credit balance with us, you may call 678-208-3629 extension 6 to speak to our regional membership and merchandise director
* Your credit cannot be refunded to you unless under certain circumstances, which shall be determined by management
* Memberships need to stay active if a client is in the middle of scheduled programing. If they have classes, practices, etc. still that have not been completed and they wish to complete them, this membership must be active until all class, practices, etc. on file have been completed or confirmed to be cancelled per request. Clients may request a partial refund of a membership payment after their programing on file is done. If this programing is completed after the 15th of month, a refund will be denied. Refunds/partial refunds are not guaranteed and will be handled on a situation per situation basis.
* If a member requests to cancel the day of payment, that payment is NOT refundable. If this payment was not made and the request was made prior to the payment being made, a refund will be processed after approval of management.
* When a member cancels a membership, the membership will be cancelled on the next 1st of the month and be active the remaining time throughout the month.
* A member cannot request a pause or a cancellation after the 1st of the month. The client may request a pause or cancellation at any time, but if done 48 hours from the day prior to the bill date, it cannot be honored until the next bill date. Refusal to pay may result in a suspension of the membership.

**Waived Fees**

* When your membership is active, all mileage fees for mobile inquiries will be waived unless the distance is over 50+ miles from the instructor’s location to the client’s requested location.
* Account credit may be used to reduce swim team administrative fees (will be handled on a situation-by-situation basis)
* With our membership the $20.00 per month continuation fee will be waived since you are already paying for a membership. As long as a membership stays active and in good standing, this fee will continue to be waived and you may resume programing in learn to swim lessons and/or water aerobics without this continuation fee.

**Membership Prices**

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| --- | --- | --- |
| **Programming** | **Regular Price** | **Membership Price** |
| Community Swim Lessons (1 lesson) | $30.00 for 1:1||$40.00 for 2:1||$50.00 for 3:1||$60.00 for 4:1 | $15.00 for 1:1||$20.00 for 2:1||$25.00 for 3:1||$30.00 for 4:1 |
| Community Swim Lessons (4 lessons) | $100.00 for 1:1||$140.00 for 2:1||$180.00 for 3:1||$220.00 for 4:1 | $50.00 for 1:1||$70.00 for 2:1||$90.00 for 3:1||$110.00 for 4:1 |
| Community Swim Lessons (8 lessons) | $200.00 for 1:1||$280.00 for 2:1||$360.00 for 3:1||$440.00 for 4:1 | $100.00 for 1:1||$140.00 for 2:1||$180.00 for 3:1||$220.00 for 4:1 |
| Community Swim Lessons (16 lessons) | $350.00 for 1:1||$510.00 for 2:1||$670.00 for 3:1||$830.00 for 4:1 | $175.00 for 1:1||$255.00 for 2:1||$335.00 for 3:1||$415.00 for 4:1 |
| Community Swim Lessons (24 lessons) | $500.00 for 1:1||$740.00 for 2:1||$980.00 for 3:1||$1220.00 for 4:1 | $250.00 for 1:1||$370.00 for 2:1||$490.00 for 3:1||$610.00 for 4:1 |
| Learn to Swim Lessons (1 lesson) | $40.00 for 1:1||$50.00 for 2:1||$60.00 for 3:1||$70.00 for 4:1 | $24.00 for 1:1||$30.00 for 2:1||$36.00 for 3:1||$42.00 for 4:1 |
| Learn to Swim Lessons (4 lessons) | $150.00 for 1:1||$190.00 for 2:1||$230.00 for 3:1||$270.00 for 4:1 | $80.00 for 1:1||$114.00 for 2:1||138.00 for 3:1||$162.00 for 4:1 |
| Learn to Swim Lessons (8 lessons) | $300.00 for 1:1||$380.00 for 2:1||$460.00 for 3:1||$540.00 for 4:1 | $160.00 for 1:1||$228.00 for 2:1||$276.00 for 3:1||$324.00 for 4:1 |
| Learn to Swim Lessons (16 lessons) | $600.00 for 1:1||$720.00 for 2:1||$920.00 for 3:1||$1080.00 for 4:1 | $360.00 for 1:1||$456.00 for 2:1||$552.00 for 3:1||$648.00 for 4:1 |
| Learn to Swim Lessons (24 lessons) | $800.00 for 1:1||$1040.00 for 2:1||$1280.00 for 3:1||$1520.00 for 4:1 | $480.00 for 1:1||$624.00 for 2:1||$768.00 for 3:1||$912.00 for 4:1 |
| Swim Team | Pre-Swim Team: $70.00  Regular Season: $90.00 to $130.00 per month  Summer League: $80.00-$120.00 per month  Boot Camp: $80.00-$100.00 per month  Stroke Clinic: $70.00 | Pre Swim Team: $35.00  Regular Season: $45.00-$65.00 per month  Summer League: $40.00-$60.00 per month  Boot Camp: $40.00-$50.00 per month  Stroke Clinic: $35.00 |
| Master Swim | $40.00 for the first month (trial month)  $70.00 per month per person | $20.00 for the first month (trial month)  $35.00 per month per person |
| Water Aerobics (1 class) | Ages 18-64: $40.00 per class per person  Ages 65+: $30.00 per class per person | Ages 18-64: $20.00 per class per person  Ages 65+: $15.00 per class per person |
| Water Aerobics (4 classes) | Ages 18-64: $150.00 per person  Ages 65+: $100.00 per person | Ages 18-64: $75.00 per person  Ages 65+: $50.00 per person |
| Water Aerobics (8 classes) | Ages 18-64: $280.00 per person  Ages 65+: $160.00 per person | Ages 18-64: $140.00 per person  Ages 65+: $80.00 per person |
| Northside Fitness (Scheduled Personal Training): 1 Session | $40.00 for 1:1||$50.00 for 2:1||$60.00 for 3:1 | $24.00 for 1:1||$30.00 for 2:1||$36.00 for 3:1 |
| Northside Fitness (Scheduled Personal Training): 4 Session Bundle | $150.00 for 1:1||$190.00 for 2:1||$230.00 for 3:1 | $80.00 for 1:1||$114.00 for 2:1||138.00 for 3:1 |
| Northside Fitness (Scheduled Personal Training): 8 Session Bundle | $300.00 for 1:1||$380.00 for 2:1||$460.00 for 3:1 | $160.00 for 1:1||$228.00 for 2:1||$276.00 for 3:1 |
| Northside Fitness (Scheduled Personal Training): 16 Session Bundle | $600.00 for 1:1||$720.00 for 2:1||$920.00 for 3:1 | $360.00 for 1:1||$456.00 for 2:1||$552.00 for 3:1 |
| Northside Fitness (Scheduled Personal Training): 24 Session Bundle | $800.00 for 1:1||$1040.00 for 2:1||$1280.00 for 3:1 | $480.00 for 1:1||$624.00 for 2:1||$768.00 for 3:1 |

**Membership Benefits**

* 25% of monthly payment automatically goes to account credit
* Access to open lap swim and family open swim
* FREE access or discounted access to Northside Swim Academy fundraiser and community events
* 40-50% off of all of our scheduled programming
* 20% off all merchandise
* First in line for any new programs or products rolled out
* Waived fees (listed in the “Waived Fees” section)
* Unlimited rescheduling and cancellations for learn to swim lessons/community swim lesson, water aerobics classes, and scheduled personal training sessions

**Mobile Private Swim Lessons**

**Information Sign-Up Form**

*When you sign up, you will be responsible for filling out your sign-up form and signing the waiver on the back saying that you agree to the terms and conditions. We require this procedure for first-time clients only. If you would like to re-up or change information, we will edit the information we have on file.*

**Pricing and Payment**

***One on One***

* 30 mins-$30
* 45 mins-$40
* 60 mins-$50
* *Bundles:*
  + 4 pack-$100 for 30, $130 for 45, $160 for 60
  + 6 pack-$150 for 30, $200 for 45, $250 for 60
  + 8 pack-$200 for 30, 250 for 45, $340 for 60

***Two on One***

* 30 mins-$40
* 45 mins-$50
* 60 mins-$60
* *Bundles:*
  + 4 pack-$130 for 30, $160 for 45, $190 for 60
  + 6 pack-$200 for 30, 250 for 45, $300 for 60
  + 8 pack-$270 for 30, $340 for 45, $410 for 60

***Group of 3 or 4***

* 30 mins-$50
* 45 mins-$60
* 60 mins-$70
* Bundles:
  + 4 pack-$160 for 30, $190 for 45, $220 for 60
  + 6 pack-$250 for 30, $300 for 45, $350 for 60
  + 8 pack-$340 for 30, $410 for 45, $480 for 60

***Optional Add On Services & Fees:***

* *Phone Consultation (10 minutes)-NO CHARGE*
* *In Person Consultation (20-30 mins)-$25*
* *Transferal of Instructor Fee-$30*
* *Distance above 25 miles- $15.00 + 5 miles per extra 5 miles over 25 miles (ex. 35 miles: $25.00 mileage charge)*
* *Meet and Greet with Instructor-$30*

***Discounts:*** *Discounts are taken into consideration on a situation basis. If you would like to ask for a discount, you may automatically apply if you are first time client, but if you are not eligible automatically, you may apply for our financial aid to get a discounted price. This financial aid form can be found on the front page of our website*

***Transferal of instructors:***

Transfer of instructor mid-session will be a $30 charge towards Northside Swim Academy. You may switch instructors when you have completed your bundle or at any time if it is on a session-by-session basis without charge. If the instructor is the one that initiates the transfer, the client will not be charged.

***Mileage charge:***

We try to be considerate of our instructors' time and mileage and want to have the opportunity to compensate them if they are willing to drive the extra distance to fulfill a great swimming experience. Therefore, if an instructor is travelling over 25 miles, a $15.00 mileage fee will be added to the client’s total and an additional $5.00 per every 5 miles from the instructor to the client beyond the 25 mile threshold.

***Instructor Expectations:***

* Show up on time to sessions and provide the best experience for our customers.
* Ensure they are kind, supportive, and respectful of all clients.
* Work with the families for scheduling, location, goal setting, and progress reporting.
* Ensure the swimmer has an educational, fun, and worthwhile experience.
* Report any difficulties that may arise with a family.
* Use their creativity to teach the skills desired to learn.
* If the client does not show up within 15 minutes of the scheduled start time (decided between them and the instructor), the instructor may leave if they choose to and the session would be counted as a “No Show”

***Liability:***

Northside Swim Academy makes sure that all of our coaches/instructors are lifeguard and CPR certified within 180 days of hire. If there is no effort to get certified by the instructor within this 180-day period, then Northside Swim Academy management will handle this one on one with that instructor.

**Consultation and First Lessons**

***Instructor-Swimmer Fit:***

If the client (swimmer or parent) does not think the instructor is a good fit, they may request another instructor. If our instructor(s) are not meeting the expectations listed above, you may be entitled to a partial refund. This will be handled on a situation per situation basis.

***Consultation:***

Clients may request a free phone consultation or an in-person consultation ($25). Management will conduct these consultations and use their best judgment on who would be a good fit for your needs. You may also request a meet and greet ($30) to assure instructor is a good fit.

**Communication/Cancellation/General Terms/Refunds**

* It is essential we do our job in communicating as well. If you do not show up without communication, we will reimburse the client for the lesson. We will waive the transfer fee if you want to change instructors after this. If there is bad weather in the area, the instructor must give a heads up before the session.
* All existing clients trying to renew their private lesson package (does not apply to session to session) will need to submit confirmation of information 48 hours in advanced of the scheduled date. If this information is not submitted, the lesson will be postponed until information has been submitted.
* If a client cancels late or needs to reschedule late (less than 48 hours), the client will be asked to provide a reason to the client and management. If the client provides a reason that is legitimate including: weather conditions (detailed in weather procedure section), pool malfunctions, any medical reason, personal/family emergency; the client will be required to let instructor AND management know the basic reasoning. The instructor will be the final decision maker on whether this late cancel will be able to be forgiven.
* Details of an emergency will never be requested unless the reason of “personal/family emergency” is used in a consistent pattern.
* If the reason does not meet the criteria noted above the client will have the option of deducting one lesson from their paid pack or paying a $40 cancellation/late rescheduling fee. If this is a session by session, the client will be charged $40 for the late notice.
* We try to be 100% fair and understanding to both parties. Our instructors’ time is valuable, and we want to do everything in our power to protect their time and commitment.
* Clients may not request our staff to do lessons with them outside of terms of the company while said instructor is employed/contracted with Northside Swim Academy LLC. If the company finds out that this was going on, clients may be warned, suspended, or permanently banned from all Northside Swim Academy services. If an instructor is no longer with Northside Swim Academy, we the company have no say in what said instructor agrees to or not.
* All mobile private swim lessons may be put on hold for a period of 60 days maximum. After this 60 days without a lesson being scheduled and completed, the lessons will expire. If you would like to request an extension, you may request one with one of our head coordinators (emails can be found on our website). We can NOT guarantee approval, but every request will be handled in a fair situation per situation-based way. This 60 day hold comes per mobile private swim lesson inquiry meaning that per purchase, 60 days of a hold can be used. If you choose to not use all 60 days. The remaining days will be left on file will be held until the client opts to use it again. If the 60 days run out, then the inquiry will expire and a new set will be required to purchase.
* All mobile private swim lessons are still active for a 90-day period (not including the hold mentioned in the previous bullet). When this 90 day period is over, your mobile swim lessons on file will expire. If the 60 day hold window expires, the remaining days on the plan will continue to deduct until the 90 day period has expired. Once expired, new lessons would be required to be bought if the client wishes to continue.
* Client cancellation and refund details can be found in the section

***Weather Procedure:***

* If we hold a session outdoors with moderate to heavy rain and/or thunder, we will not charge you for the session because of the weather. If there is below a 50% chance of rain it is on the instructor to determine whether it is safe or not to run lessons. If the instructor says it is safe to run lessons, but the client insists to reschedule, the client will either have the option of taking one session off of their bundle or paying a $40 cancellation/late rescheduling fee. If the lesson is with an infant or toddler (6 months-2 years old), then any type of rain (at least 50% chance) will qualify for a free rescheduling of the session.
* If the temperature is below 60 degrees for a heated pool or below the range of 67-70 degrees (specific temperature in range needs to be safe for the age of the client having lessons), it is up to the instructor to determine whether the lesson is safe. If the instructor says it is safe to run lesson, but the client insists to reschedule, the client will either have the option of taking one session off of their bundle or paying a $40 cancellation/late rescheduling fee. If the lesson with an infant or toddler (6 months to 2 years old), then any weather below 65 degrees will qualify for a free rescheduling of the session.
* The instructor will be able to make the final call, but you are also encouraged to keep an eye on the weather. We will not count the session if it starts raining in the middle of the sessions (if the session is not halfway complete). If the swimmer’s session is more than halfway finished, that will count for the session.

**Mobile Lifeguarding**

***Summary:*** *Northside Swim Academy strives to offer the widest range of aquatic services out there. One of these services is our mobile lifeguarding program. The mobile lifeguarding program will be where you can book however many lifeguards you need for a pool party, large swim event, water aerobics, etc.*

***Pricing:*** $30 an hour per lifeguard

***Confirmation Fee (one-time fee):*** $25

***Example:*** *2 lifeguards for 2 hours = $120*

***Minimum of 2 guards (to minimize any risk of our lifeguard’s lack of vigilance)***

***Policies:***

* *Our lifeguarding staff must have CURRENT lifeguarding certifications from an accepted program (Red Cross Organization, YMCA, Star Guard Elite, etc.)*
* *Lifeguarding teams will be developed by a lead lifeguard*
* *Our ratio of lifeguards to people is 1 lifeguard per 15-20 people(depending on age and ability level of person in the water)*
* *Client must provide details about event, how many people there will be, the ages and ability levels of the people, and any other important information*
* *We will ask the client for pictures of the space to be used from multiple angles, so we can plan to have our lifeguards in the best position without any hazards blocking the sun light.*
* *Events lasting past 2 hours will require extra lifeguards because of fatigue in the lifeguards.*
* *The sign up is required to be completed at least 7 days before the event to give us ample time to find staffing.*
* *Confirmation fee will be due in order to schedule the lifeguards. If cancelled 72 hours or more in advanced, then this fee will be refunded to you. If cancelled within 72 hours, this fee is not refundable.*
* *If there are extra guests and there is no communication to Northside Swim Academy within 24 hours of notice, a fee will be charged (amount depends how many guests)*
* *Main communication will be held through the lead lifeguard assembling the team and the lifeguard coordinator.*
* *Inquiries must be made 2 weeks in advance, so our head lifeguard can have ample time to prepare their team of lifeguards.*
* *Our ratio is 1 guard per 15 kids//1 guard per 20 kids and adults//1 guard per 25 adults.*
* Client cancellation and refund details can be found in the section
* If we can not provide 2 lifeguards minimum, you will only be billed for one and all mileage fees would be waived.

**Community Swim Lessons**

***Schedule:***

* Each class is blocked into 45-minute chunks. All times available are available on our website. During this 45-minute chunk, the client may request the lesson to be anywhere from 20 minutes to 45 minutes.

***Pricing (non-membership):***

*1 Lesson: $30.00 for 1:1||$40.00 for 2:1||$50.00 for 3:1||$60.00 for 4:1*

*4 Lesson Bundle: $100.00 for 1:1||$140.00 for 2:1||$180.00 for 3:1||$220.00 for 4:1*

*8 Lesson Bundle$200.00 for 1:1||$280.00 for 2:1||$360.00 for 3:1||$440.00 for 4:1*

*16 Lesson Bundle: $350.00 for 1:1||$510.00 for 2:1||$670.00 for 3:1||$830.00 for 4:1*

*24 Lesson Bundle: $500.00 for 1:1||$740.00 for 2:1||$980.00 for 3:1||$1220.00 for 4:1*

***NOTE:*** *Clients may not request our staff to do lessons with them outside of terms of the company while said instructor is employed/contracted with Northside Swim Academy LLC. If the company finds out that this was going on, clients may be warned, suspended, or permanently banned from all Northside Swim Academy services. If an instructor is no longer with Northside Swim Academy, we the company have no say in what said instructor agrees to or not.*

***Registration***

* Registration must be done online 48 hours in advanced of the lesson including the intake form.
* Registration is done through our checkout website which can be located on our programing sign up page: [www.northsideswimacademy.com/programing-sign-up](http://www.northsideswimacademy.com/programing-sign-up)
* After payment is complete, a confirmation email will be sent to the email on file within 2-3 business days of payment. This will include the address, and the intake form needed to confirm your time(s).
* The intake form is part of the sign-up process. If not completed 48 hours prior to your lesson, there is a high possibility your lesson will not happen at your desired start date and will have to be rescheduled. If there is no communication until after the date and time of the lesson, management may decide that you would have to submit payment again to reserve another lesson (each situation will be evaluated on a situation-by-situation basis)
* Dates must be provided in the sign-up form. If this part of the sign-up form is not answered clearly or incorrectly, a member of our coordinating department will reach out to you via call and text to confirm dates. Clients can NOT do a date-by-date basis with a bundle pack. All dates must be scheduled upon purchase and sign up. You may cancel and reschedule dates with 48+ hour notice.
* Last minute sign ups may not be able to be processed in the time the client desires to start
* We will have the option to register for the next available class during transition breaks. This will be handled by the manager.
* If someone shows up to site without their child being registered for lessons, the client must show proof of registration and payment in order for that child to participate that said day.

***Rescheduling and Cancellation Policy***

* *Our cancellation of entire bundles/lessons on file and and refund policies are listed in the first section above titled “Cancellations and Refunds”*
* *If cancellation of singular lesson is under 48 hours, there will NOT the option to reschedule for the client, unless it is an emergency and reasonable documentation/proof is provided to management. This also applies to last minute requests to reschedule. If there is an emergency situation, we will be able to accommodate with 24 hours’ notice. Anything under 24 hours will not be processed unless direct approval for no penalty by management.*
* *Per purchase the client will get one cancellation per 2 lessons on file. If the client reaches this ratio, the purchase becomes expired upon the ratio max being reached. The continuation fee may be used to reinstate the lessons, but this will not move the expiration date given. If the expiration date given is requested to be moved 28 days under these circumstances, the client would have to pay another $20.00 continuation fee.*
  + *A no show or a last-minute (under 24 hours) cancel qualify as a cancellation*
  + *Use of the continuation fee does not revive the amount of cancellations. If the client needs to cancel again after they have used a continuation fee, they must continue to pay continuation fees until lesson set is complete.*
* *Clients are encouraged but not obligated to tell management why they are cancelling.*
* *Written notice by email or text is required to cancel. Email can be sent to any email address under Northside Swim Academy. Verbal notice will be accepted as long as there is also a follow up email or text written to management within 48 hours of verbal cancellation.*
* *Per purchase, the client receives 3 reschedule requests without penalty. Rescheduling does follow the 48-hour rule and the 24-hour emergency rule as stated prior in this section. The continuation fee may be used to reinstate the lessons, but this will not move the expiration date given. If the expiration date given is requested to be moved 28 days under these circumstances, the client would have to pay another $20.00 continuation fee.*
* *All dates of lessons must be confirmed as a part of the sign-up process. The client cannot schedule on the go unless they are paying on a session per session basis.*
* *If the client does not show up within 15 minutes of their scheduled start time, the instructor may leave if that is their last lesson and the instructor is not obligated to give the full time if they choose to stay. If the instructor does not show up at their given time with over 10 minutes of a grace period, this would make the client eligible for complimentary sessions on the first offense and a full refund on the second offense.*

***Weather Procedure***

* Qualifying weather conditions to cancel/evacuate the pool immediately
  + *50% or higher chance of rain*
  + *Rainfall*
  + *Thunder & Lightning*
  + *Snow*
  + *Hail*
  + *Tornado warning/watch*
  + *Under 60 degrees Fahrenheit for heated pool*
  + *Under range of 67-70 degrees (depending on age) for non-heated pool*
  + *Over 100 degrees Fahrenheit*
* If we hold a session outdoors with one of the weather conditions listed above happening during the community swim lessons, the lifeguard will ensure everyone evacuates the pool immediately. A make-up lesson will be scheduled with each individual client based on community swim lessons schedule and clientele schedule. If the lesson is with an infant or toddler (6 months-2 years old), then any type of rain (at least 50% chance) will qualify for a free rescheduling of the session.

***Fecal Matter/Infant Swim Diapers***

* All infants & non-potty trained toddlers ARE REQUIRED to wear swim diapers while in the community swim lesson
  + If we find out that said infant or non-potty trained toddler is not wearing a swim diaper, you may be charged with a fine (to be determined by the situation and if there was fecal matter in the pool). Each situation will be assessed by management and a fair decision will be made.
* If there is a fecal matter incident in the pool; the pool will be evacuated immediately. Depending on the situation the client may be charged with a fine to cover the fecal matter cleaning process. This potential fine will be based on each situation. Management will assess the situation and come to a fair decision.
* If the client does not pay this fine in a timely matter legal action may be taken

***First Aid/Injury/Emergency Situation***

* All of our swim instructors are required to be lifeguard and First Aid/CPR certified within 180 days of their hire
* When there is any participants under the age of 18 in lessons, there will be a lifeguard on duty at all times that there is a lesson occurring in the pool. This lifeguard will be responsible for maintaining the safety of all swimmers in and around the pool deck at all times
* If an incident/accident happens it will be documented and the lifeguard will be the primary responder. The manager and the swim instructor(s) will be secondary responders. If 911 needs to be called the manager will be the one to call
* The lifeguard will always be on duty during the duration of swim lessons. If there is no lifeguard, the manager will take place of the lifeguard to ensure safety. Swim lessons will not be held if there is no lifeguard certified staff on site

***Arrival and Dismissal/Scheduling***

* Parking and whether parents can stay will be based on a site to site basis
* When the parent drops their child off, they will be asked what their child’s name is. When the child’s name is provided, they will be checked off and marked as present.
* Upon sign up all lessons must be scheduled right away. If the client does not know if they will be able to make a far in the future lesson, our coordinating team will continue to ask for a date until it is picked. This may prevent you from starting your lessons, if paid for. This will be handled on a situation per situation basis.
* Only authorized adults may pick up their child from swimming lessons. In order to be an authorized adult, your name has to be either the name signed up for or listed under emergency contacts. All of this will be able to be detailed in the sign up Google Form and parents will be able to fill this information out there. If parent wants to add someone for authorized pick up, please reach out to the management ext. 3,4, or 5
* Parents who decide to drop their child off are required to be there within the final 5 minutes of the lesson. If a parent is not able to make it on time to pick up their child, please call our phone number 678-208-3629 to inform management.

**Learn to Swim Lessons**

***Schedule:***

* Each class is blocked into 45 minute chunks. All times available are available on our website. During this 45 minute chunk, the client may request the lesson to be anywhere from 20 minutes to 45 minutes.

***Pricing (non-membership):***

*1 Lesson: $40.00 for 1:1||$50.00 for 2:1||$230.00 for 3:1||$70.00 for 4:1*

*4 Lesson Bundle: $150.00 for 1:1||$190.00 for 2:1||$230.00 for 3:1||$270.00 for 4:1*

*8 Lesson Bundle$300.00 for 1:1||$380.00 for 2:1||$460.00 for 3:1||$540.00 for 4:1*

*16 Lesson Bundle: $600.00 for 1:1||$720.00 for 2:1||$920.00 for 3:1||$1080.00 for 4:1*

*24 Lesson Bundle: $800.00 for 1:1||$1040.00 for 2:1||$1080.00 for 3:1||$1520.00 for 4:1*

***NOTE:*** Clients may not request our staff to do lessons with them outside of terms of the company while said instructor is employed/contracted with Northside Swim Academy LLC. If the company finds out that this was going on, clients may be warned, suspended, or permanently banned from all Northside Swim Academy services. If an instructor is no longer with Northside Swim Academy, we the company have no say in what said instructor agrees to or not

***Registration***

* Registration must be done online 48 hours in advanced of the lesson including the intake form.
* Registration is done through our checkout website which can be located on our programing sign up page: [www.northsideswimacademy.com/programing-sign-up](http://www.northsideswimacademy.com/programing-sign-up)
* After payment is complete, a confirmation email will be sent to the email on file within 2-3 business days of payment. This will include the address and the intake form needed to confirm your time(s).
* The intake form is part of the sign-up process. If not completed 48 hours prior to your lesson, there is a high possibility your lesson will not happen at your desired start date and will have to be rescheduled. If there is no communication until after the date and time of the lesson, management may decide that you would have to submit payment again to reserve another lesson (each situation will be evaluated on a situation-by-situation basis)
* Dates must be provided in the sign-up form. If this part of the sign-up form is not answered clearly or incorrectly, a member of our coordinating department will reach out to you via call and text to confirm dates. Clients can NOT do a date-by-date basis with a bundle pack. All dates must be scheduled upon purchase and sign up. You may cancel and reschedule dates with 48+ hour notice.
* Last minute sign ups may not be able to be processed in the time the client desires to start
* If someone shows up to site without their child being registered for lessons, the client must show proof of registration and payment in order for that child to participate that said day.

***Rescheduling and Cancellation Policy***

* *Our cancellation of entire bundles/lessons on file and and refund policies are listed in the first section above titled “Cancellations and Refunds”*
* *If cancellation of singular lesson is under 48 hours, there will NOT the option to reschedule for the client, unless it is an emergency and reasonable If cancellation is under 48 hours, there will NOT be a refund or the option to reschedule for the client, unless it is an emergency and reasonable documentation/proof is provided to management. This also applies to last minute requests to reschedule. If there is an emergency situation, we will be able to accommodate with 24 hours’ notice. Anything under 24 hours will not be processed unless direct approval for no penalty by management.*
* *Per purchase the client will get one cancellation per 2 lessons on file. If the client reaches this ratio, the purchase becomes expired upon the ratio max being reached. The continuation fee may be used to reinstate the lessons, but this will not move the expiration date given. If the expiration date given is requested to be moved 28 days under these circumstances, the client would have to pay another $20.00 continuation fee.*
  + *A no show or a last-minute (under 24 hours) cancel qualify as a cancellation*
  + *Use of the continuation fee does not revive the amount of cancellations. If the client needs to cancel again after they have used a continuation fee, they must continue to pay continuation fees until lesson set is complete.*
* *Clients are encouraged but not obligated to tell management why they are cancelling.*
* *Written notice by email or text is required to cancel. Email can be sent to any email address under Northside Swim Academy. Verbal notice will be accepted as long as there is also a follow up email or text written to management within 48 hours of verbal cancellation.*
* *Per purchase, the client receives 3 reschedule requests without penalty. Rescheduling does follow the 48-hour rule and the 24-hour emergency rule as stated prior in this section. The continuation fee may be used to reinstate the lessons, but this will not move the expiration date given. If the expiration date given is requested to be moved 28 days under these circumstances, the client would have to pay another $20.00 continuation fee.*
* *All dates of lessons must be confirmed as a part of the sign-up process. The client cannot schedule on the go unless they are paying on a session per session basis.*
* *If the client does not show up within 15 minutes of their scheduled start time, the instructor may leave if that is their last lesson and the instructor is not obligated to give the full time if they choose to stay. If the instructor does not show up at their given time with over 10 minutes of a grace period, this would make the client eligible for complimentary sessions on the first offense and a full refund on the second offense.*

***Weather Procedure***

* All of our Learn to Swim Lessons are held in indoor facilities as of the last updated date of the handbook. If the weather becomes unsafe, Northside Swim Academy staff will confirm this with the staff of the facility and make a quick decision to clear the pool if needed. If no threat is posed, then lessons will resume normally.

***Fecal Matter/Infant Swim Diapers***

* All infants & non-potty-trained toddlers ARE REQUIRED to wear swim diapers while in the community swim lesson
  + If we find out that said infant or non-potty-trained toddler is not wearing a swim diaper, you may be charged with a fine (to be determined by the situation and if there was fecal matter in the pool). Each situation will be assessed by management and a fair decision will be made.
* If there is a fecal matter incident in the pool; the pool will be evacuated immediately. Depending on the situation the client may be charged with a fine to cover the fecal matter cleaning process. This potential fine will be based on each situation. Management will assess the situation and come to a fair decision.
* If the client does not pay this fine in a timely matter legal action may be taken

***First Aid/Injury/Emergency Situation***

* All of our swim instructors are required to be lifeguard and First Aid/CPR certified within 180 days of their hire.
* When there is any participants under the age of 18 in lessons, there will be a lifeguard on duty at all times that there is a lesson occurring in the pool. This lifeguard will be responsible for maintaining the safety of all swimmers in and around the pool deck at all times.
* If an incident/accident happens it will be documented, and the lifeguard will be the primary responder. The manager and the swim instructor(s) will be secondary responders. If 911 needs to be called the manager will be the one to call
* The lifeguard will always be on duty during the duration of swim lessons. If there is no lifeguard, the manager will take place of the lifeguard to ensure safety. Swim lessons will not be held if there is no lifeguard certified staff on site.

***Arrival and Dismissal/Scheduling***

* Parking and whether parents can stay will be based on a site-to-site basis
* When the parent drops their child off, they will be asked what their child’s name is. When the child’s name is provided, they will be checked off and marked as present.
* Upon sign up all lessons must be scheduled right away. If the client does not know if they will be able to make a far in the future lesson, our coordinating team will continue to ask for a date until it is picked. This may prevent you from starting your lessons, if paid for. This will be handled on a situation per situation basis.
* Only authorized adults may pick up their child from swimming lessons. In order to be an authorized adult, your name has to be either the name signed up for or listed under emergency contacts. All of this will be able to be detailed in the sign up Google Form and parents will be able to fill this information out there. If parent wants to add someone for authorized pick up, please reach out to the management line ext. 3,4, or 5
* Parents who decide to drop their child off are required to be there within the final 5 minutes of the lesson. If a parent is not able to make it on time to pick up their child, please call our phone number 678-208-3629 to inform management.

**North-Stars Age Group Swim Team & Master Swim Team**

***North-Stars Swim Team Slogan and Morals***

*Our mission statement: “We are the light at the end of the tunnel. We are the North-Stars”*

*The symbol of a North-Star is a guiding light in so many different forms of life. In lots of old literature the north star was what guided people to their destiny. Here at Northside Swim Academy we build our swim team programming built on training our swimmers not only to be fast in swimming, but to be future leaders, to have a hard-work ethic and discipline, to guide others in and out of the pool, and to give them the life skills to succeed at whatever they so choose.*

*The North-Stars swim team is built around inclusion and uplifting others. Anyone who wants to be a part of our swim team, we want them to be a part of our swim team. Just because a swimmer is not ready/not eligible right off the bat, doesn’t mean that they will never be a part of the time. At Northside Swim Academy we are here to develop that future competitive swimmer and give them all the skills they need to be able to be eligible. We will ALWAYS create a path of action to get them to their end goal of making the swim team (as long as it is desired by the swimmer and family).*

***Schedule***

* Schedule times will be on a location-by-location basis, but the days and frequencies of practice per week will remain consistent across all swim team locations.
* All practice times will be periodically updated on the Northside Swim Academy Website: <https://northsideswimacademy.com/swim-team-programming>
* Schedules may change as time goes on and if it does a representative of NSA will reach out to families on which it would effect.
* Master swim schedule is determined on a location per location basis. More information can be found here: <https://northsideswimacademy.com/master-swim-programming>

***Age Group Swim Team Calendar***

October-February: USA Regular Season (our main season where we will compete in USA swim meets across the region located in)

March: Spring Stroke Clinic (where swimmers get to fine tune their technique skills in a swim team practice format without the heavy yardage of regular season or summer league)

April: Spring Training (where swimmers are transitioned back up to an endurance/stamina level where they will be able to succeed in their summer league program)

May-August: Summer League (where swimmers will compete within the different locations of Northside Swim Academy Locations with a championship meet at the end of the summer)

August: Summer Stroke Clinic (where swimmers get to fine tune their technique skills in a swim team practice format without the heavy yardage of regular season or summer league)

September: Fall Training(where swimmers are transitioned back up to an endurance/stamina level where they will be able to succeed in their club and/or high school program)

***Pre-Swim Team (Blue Group)***

* Our swim team preparatory level would qualify swimmers under the level of 3B according to the Northside Swim Academy curriculum.
* Pre-swim team practices will be held twice a week for 45 minutes.
* When signing up, you are signing up for the session (not practice by practice)
* If you would like more flexibility and more individualized instruction, pre-swim team may be done in Learn to Swim Lessons as well
* The purpose of this program is to prepare swimmers for swim team practices by teaching them swim team lingo, how to read workouts, working on endurance/stamina, working on dives, working on all 4 stroke techniques, learning about USA Swimming rules for all strokes and events, and learning the basics of circle swimming/lap lane etiquette.
* Pre-swim team may be completed in a learn to swim lesson inquiry, if the client wishes to guarantee class size and have flexibility over schedule. This will be charged at a regular learn to swim lesson or community swim lesson rate (whichever is applicable)

***Payment and Monthly Rates***

* All monthly rates can be found on our website at: <https://northsideswimacademy.com/master-swim-team-programming>
* Master Swim Team is a monthly payment of $70.00 per month ($35.00 per month for our members). The first week of master swim team is no charge for a trial week. Once a trial week is completed, a payment link for the first month of $40.00 ($20.00 for members) will be processed. After this trial month is over, a subscription for the price listed previously will be sent to the email you have on file.
  + You will have the option to make this a recurring payment. If this is something that sounds of interest, please email your swim team coordinator and an invoice with a link to put your credit card on file with us will be sent to your email.
  + One payment will put you on the roster for the entire month and the client will have the option of what days they choose to attend practice.

***Age Group Acceptance Email***

* Once the tryout is completed or the swimmer has swam in lessons or on swim team prior to joining the North-Stars, the family of the swimmer will receive an acceptance email upon qualification
* This email will contain the proposed monthly rate and a link to the intake form (if it has not been given already. It will also contain whichever group this incoming swimmer will be in, practice times, and expectations

***Try-Outs & Level Requirements***

* Tryouts are to be scheduled with a coach at the location of the client’s choice
* Depending on what level they are trying out for, this will determine what the tryout will consist of
* Tryouts down payments are $10.00 and this $10.00 can be transferred to any of our services (if they make the team or if they do not) or completely refundable per written requests.
* Our motivational times for our top age group groups are located on our website: <https://northsideswimacademy.com/swim-team-programming>

***Attendance***

* Attendance is not required for any of our swim team groups however some levels of our swim team may HIGHLY ENCOURAGE AND RECOMMEND to come to a certain amount of practices each week to optimize the chances of that swimmer accomplishing their goals
* Each group will have a recommended practice amount of times per week during Fall/Winter Season and Summer Season. This does not require the swimmer(s) to attend each practice
* Some swim team branches may have an attendance system where the parent of swimmer(s) fills out a Google Sheet the week prior to practice so the amount of coaches matches the amount of swimmers. This is a branch per branch operation and may not be enforced at some branches.

***Registration***

* The first step in the sign-up process is to fill out the General North-Stars Age Group Swim Team Google Intake Form (located on our website)
* The second step in the sign-up process is to submit the down payment of $10.00 (applicable to all swim team programs with the exception of pre-swim team and master swim team)
* The third step in the sign-up process is to try-out with a coach at the client’s desired location. If the tryout is not passed, the $10.00 down payment can be transferred to another form of our programing to help this swimmer be eligible for swim team or it can be completely refunded to the client. If the tryout is passed, then the family receive an acceptance email.
* After the acceptance email is processed, you will also be sent the form for the most relevant programing for this time of year
* After each swim team session, a new sign up form will be processed. Note: this is separate from the general form.
* Master Swim Team and Pre-Swim Team only require to fill out the intake form (master swim team has separate intake form and pre-swim team fills out the swim team intake form) and submit the payment for the month. If the coach decides that these groups would not be the best fit for the client, the client has the option using the funds to transfer into another one of our programs that would be better suited for the clients or refundable per the client’s request

***First Aid/Injury/Emergency Situations***

* All of our swim coaches are required to be USA Swimming Coach, lifeguard, and First Aid/CPR certified within 90 days of their hire
* When there are any participants under the age of 18 in lessons, there will be a lifeguard on duty at all times that there is a activities occurring in the pool. This lifeguard will be responsible for maintaining the safety of all swimmers in and around the pool deck at all times
* If an incident/accident happens it will be documented, and the lifeguard will be the primary responder. The manager and the swim coach(es) will be secondary responders. If 911 needs to be called the manager will be the one to call
* The lifeguard will always be on duty during the duration of swim lessons. If there is no lifeguard, the manager will take place of the lifeguard to ensure safety. Activities in the pool will not be held if there is no lifeguard certified staff on site

***Facility Damage or Fecal Matter***

* If a swimmer or group of swimmers is/are responsible for causing damage to the facility, property of the facility, or the property belonging to Northside Swim Academy LLC, whomever the responsible party is determined to be responsible, will be fully liable financially for the damages. If the family refuses to do so, legal action may be taken. Every situation will be handled on a situation-by-situation basis.
* For the fecal matter incident rule, please refer to the learn to swim lesson or community swim lesson section under “Fecal Matter”. All the same rules listed there apply in the instance of swim team.
* By agreeing to the bottom statement on each of the swim team sign up forms, is the client’s agreement to these terms and conditions.
* All rules listed above also apply to master swimmers as well

***Weather Procedure***

* Our regular learn to swim lessons will be held at indoor locations only. We are functioning based on the knowledge that the indoor pool of use is grounded. If the pool is not grounded, then all-weather procedures from learn to swim lessons apply here.
* There may be some early spring and fall outdoor learn to swim locations that are outdoors. If the pool is an outdoor pool, all of the same weather procedure guidelines listed in the “Learn to Swim Lesson” section apply here as well

***NOTE:*** *Clients may not request our staff to do lessons with them outside of terms of the company while said coach is employed/contracted with Northside Swim Academy LLC. If the company finds out that this was going on, clients may be warned, suspended, or permanently banned from all Northside Swim Academy services. If an instructor is no longer with Northside Swim Academy, we the company have no say in what said instructor agrees to or not.*

***Cancellations & Refunds***

* If a payment is made for a stroke clinic session, Spring/Fall Training session, or a once out of the year event for people who are not currently enrolled in the North-Stars Swim Team program, you have 7 days to request a refund. If those 7 days expire, no refund will be processed. With certain circumstances that are deemed reasonable by the executive team, exceptions may be made.
* If a client is currently in the middle of a subscription model, refunds will not be processed for any previous automatic payment. If the client wishes to cancel mid-season, then the cancelation will go into effect on the next bill date. A cancellation request must be sent in 48+ hours before the bill date.
* Partial refunds for practices may be issued under the certain circumstance that a coach has had to cancel 3 practices within a 2-week span. Partial refunds will not be processed unless this criterion is met.
* For master swim team, all trial month payments are refundable up to 7 days. After this 7-day period, it becomes non-refundable
* Master swimmers may pause/cancel their monthly payment at any time. Previous automatic payments will not be refunded. The client must request cancellation 48+ hours before the next bill date for the subscription to be paused. If it is under this time, the request will be honored by the next bill date.
* Exceptions may be granted if the situation is deemed necessary by the executive team

**Northside Fitness (Personal Training)**

**Information Sign-Up Form**

*When you sign up, you will be responsible for filling out your sign-up form and signing the waiver on the back saying that you agree to the terms and conditions. We require this procedure for first-time clients only. If you would like to re-up or change information, we will edit the information we have on file. On the Google Form this will be in the form of the last question on the google doc.*

**Pricing and Payment**

*\*\*Northside Fitness tries to be as fair and competitive with our pricing. Our goal is to serve as many people as possible with the highest quality of swim instruction\*\**

***Scheduled Personal Training***

*1 Session: $40.00 for 1:1||$50.00 for 2:1||$230.00 for 3:1*

*4 Session Bundle: $150.00 for 1:1||$190.00 for 2:1||$230.00 for 3:1*

*8 Session Bundle$300.00 for 1:1||$380.00 for 2:1||$460.00 for 3:1*

*16 Session Bundle: $600.00 for 1:1||$720.00 for 2:1||$920.00 for 3:1*

*24 Session Bundle: $800.00 for 1:1||$1040.00 for 2:1||$1080.00 for 3:1*

***Mobile/Virtual Personal Training Prices:***

* Sessions of 1:1
  + 45 mins-$40.00
  + 60 mins-$50.00
  + 75 mins (with 15 minute check in)-$60.00
  + *Bundles:*
    - 4 pack-$150 for 45, $190 for 60, $230 for 75 (with 15 minute check in)
    - 6 pack-$220 for 45, $280 for 60, $340 for 75 (with 15 minute check in)
    - 8 pack-$290 for 45, $370 for 60, $450 for 75 (with 15 minute check in)
* Sessions of 2:1
  + 45 mins-$50.00
  + 60 mins-$60.00
  + 75 mins (with 15 minute check in)-$70.00
  + *Bundles:*
    - 4 pack-$190 for 45, $230 for 60, $270 for 75 (with 15 minute check in)
    - 6 pack-$280 for 45, $340 for 60, $400 for 75 (with 15 minute check in)
    - 8 pack-$370 for 45, $450 for 60, $530 for 75 (with 15 minute check in)
* Sessions of 3+
  + 45 mins-$60.00
  + 60 mins-$70.00
  + 75 mins (with 15 minute check in)-$80.00
  + *Bundles:*
    - 4 pack-$230 for 45, $270 for 60, $310for 75 (with 15 minute check in)
    - 6 pack-$340 for 45, $400 for 60, $460 for 75 (with 15 minute check in)
    - 8 pack-$450 for 45, $530 for 60, $610 for 75 (with 15 minute check in)
* Virtual plans and self guided workouts may be an extra monthly fee that can be determined based on the clients needs.

***NOTE:*** *Clients may not request our staff to do lessons with them outside of terms of the company while said trainer is employed/contracted with Northside Swim Academy LLC. If the company finds out that this was going on, clients may be warned, suspended, or permanently banned from all Northside Swim Academy services. If an trainer is no longer with Northside Swim Academy, we the company have no say in what said trainer agrees to or not*

***Northside Fitness Scheduled Personal Training Registration***

* Registration must be done online 48 hours in advanced of the session including the intake form.
* Registration is done through our checkout website which can be located on our programing sign up page: [www.northsideswimacademy.com/programing-sign-up](http://www.northsideswimacademy.com/programing-sign-up)
* After payment is complete, a confirmation email will be sent to the email on file within 2-3 business days of payment. This will include the address and the intake form needed to confirm your time(s).
* The intake form is part of the sign-up process. If not completed 48 hours prior to your session, there is a high possibility your session will not happen at your desired start date and will have to be rescheduled. If there is no communication until after the date and time of the lesson, management may decide that you would have to submit payment again to reserve another lesson (each situation will be evaluated on a situation-by-situation basis)
* Dates must be provided in the sign-up form. If this part of the sign-up form is not answered clearly or incorrectly, a member of our coordinating department will reach out to you via call and text to confirm dates. Clients can NOT do a date-by-date basis with a bundle pack. All dates must be scheduled upon purchase and sign up. You may cancel and reschedule dates with 48+ hour notice.
* Last minute sign ups may not be able to be processed in the time the client desires to start.
* *You may not hold a payment for more than 60 days unless you are setting down a payment that is for a future opening of a location. If you choose to reschedule your lesson with 48+ hour’s notice, you may only do so 2 times. If done 3+ times, your lesson will be counted.*
* *All started bundles of sessions will expire in 60 days of the last held lesson. If a lesson is not scheduled and completed, the rest of your lessons will be expired 60 days after the date of the last lesson. If you would like to request an extension, you may do so by emailing our head coordinators (email found on website). We can NOT guarantee approval, but every situation will be handled on a fair situation per situation basis.*

***Consultation/Motivational Interview (20-30 mins)-****$2.00*

***Transfer Fee****-$30.00*

***Distance above Distance above 25 miles****- $15.00 + 5 miles per extra 5 miles over 25 miles (ex. 35 miles: $25.00 mileage charge)*

***Meet and Greet with Trainer****-$30.00*

**Discounts/Fees**

***Discounts:*** *Discounts are taken into consideration on a situation basis. If you would like to ask for a discount, you may automatically apply if you are first time client, but if you are not eligible automatically, you may apply for our financial aid to get a discounted price. This financial aid form can be found on the front page of our website*

***Transfer of Trainers:***

Transfer of instructor mid-session will be a $30 charge towards Northside Swim Academy. You may switch instructors when you have completed your bundle or at any time if it is on a session-by-session basis without charge. If the trainer is the one that initiates the transfer, the client will not be charged.

***Mileage charge:***

We try to be considerate of our trainers' time and mileage and want to have the opportunity to compensate them if they are willing to drive the extra distance to fulfill a great swimming experience. Therefore, if a trainer is travelling over 25 miles, a $15.00 mileage fee will be added to the client’s total and an additional $5.00 per every 5 miles from the instructor to the client beyond the 25-mile threshold.

***Trainer Responsibilities:***

* Show up on time to sessions and provide the best experience for our customers.
* Ensure they are kind, supportive, and respectful of all clients.
* Work with the clients for scheduling, location, goal setting, and progress reporting.
* Ensure the client has an educational, fun, and worthwhile experience.
* Report any difficulties that may arise to management.
* Use their creativity to teach the skills desired to learn.

***Liability:***

Northside Swim Academy makes sure that all of our personal trainers are CPT certified before hire. Northside Swim Academy also requires our trainers to be First Aid/CPR/AED certified within 180 days of hire. We take safety in the weight room very seriously, so we make sure our staff are best equipped with these skills to maximize the safety. We also require all clients to be 13 or more years older in order to do any of our programing unless there written consent by a doctor. The reason for this rule is to prevent any sort of potential muscular and height growth while kids are still growing.

**Consultation and First Lessons**

***Trainer-Client Fit:***

If the client does not think the trainer is a good fit, they may request another trainer. If you dislike our available trainer after two transfers, you are eligible for a partial refund.

***Consultation:***

Consultation is required for any PT session. Consultations are $25.00. Trainers will schedule and conduct these consultations and use their best judgment on who would be a good fit for your needs.

**Communication, Cancellation, Refunds**

*All communication, cancellation, and refund rules are the same as our learn to swim lessons, which can be found in the Learn to Swim Lesson and Community Swim Lesson Section*

**Family Open Swim/Lap Swimming**

***Eligibility***

* *Until further notice family open swim and lap swim is only available to members of Northside Swim Academy*
* *Any member can bring in as many guests as they may wish to as long as it does not supersede the maximum amount of swimmers for said location*
* *All people that are add-ons or primary and secondary members are able to get into open swim free of charge*
* *Any guest that is not under a Northside Swim Academy account will be charged $5.00 for entry at the door. This payment can be paid with account credit or put on the account tab*
* *For open swim and lap swim a virtual or printed copy of your Northside Swim Academy membership card will be required to be shown upon entry. If you do not have access to this, proof of active membership will suffice.*
* *Anyone who is an inactive member will NOT be eligible for lap swim or family open swim.*
* *Reservations must be made before open swim and lap swim. If a reservation is not made, reservations can not be made on site because it will go against Northside Swim Academy’s agreements with our partners.*
* *Reservations instructions will be listed under the Family Open Swim page on the company’s website.*

***Liability***

* *We will have lifeguards on duty at all time at open swim. All of our guards are required to be actively certified by a well-respected organization to be guarding at open swim.*
* *Northside Swim Academy is NOT responsible for knowing a swimmer’s ability in this setting. The caretaker of the child will be 100% liable if they are put into a dangerous situation.*
* *The deck manager on duty will ask the family if anyone is under the age of 12 and if they cannot swim. If the client meets this criterion and can NOT swim, they will be required to wear a flotation device. Flotation devices may or may not be provided at the open swim facility. This is a facility-to-facility basis. If the facility does not have any flotation devices the client is responsible for bringing it on their own. If the child does not have a floatation device with these circumstances, they will NOT be permitted to swim more than 6 feet away from their parent. Failure to adhere to this guideline can result in being asked to leave for the day, suspension of membership, or expulsion of membership.*
* *If the client is 12 or older, they will be responsible for making sure they keep themselves safe*
* *No one under the age of 18 is permitted to use any of the spas or saunas at any of our location during open swim hours. 16- and 17-year old’s may use these attractions with parental supervision or parental approval prior to the time of open swim*

***Fecal Matter/Infant Swim Diapers***

* All infants & non-potty trained toddlers ARE REQUIRED to wear swim diapers while in the learn to swim lesson
  + If we find out that said infant or non-potty trained toddler is not wearing a swim diaper, you may be charged with a fine (to be determined by the situation and if there was fecal matter in the pool). Each situation will be assessed by management and a fair decision will be made.
* If there is a fecal matter incident in the pool; the pool will be evacuated immediately. Depending on the situation the client may be charged with a fine to cover the fecal matter cleaning process. This potential fine will be based on each situation. Management will assess the situation and come to a fair decision.
* If the client does not pay this fine in a timely matter legal action may be taken

***Weather Procedure***

* *If the facility is indoor and not grounded, the pool will need to be evacuated immediately when there is lightning within a 10 mile radius of the location. The pool may be re-entered when there has not been a lightning strike within this radius for 30 consecutive minutes*
* *If the facility for open swim is outdoors or an , all rules that are mentioned in the “learn to swim lessons” section apply here as well*
* *All facility specific rules for weather overtrump our rules put in place for weather when we are using a facility NOT owned by Northside Swim Academy.*

***Registration***

* *Registration can be done under the “Open Swim” tab on our website:* [*www.northsideswimacademy.com*](http://www.northsideswimacademy.com)
* *Registration will be on our platform BOOKEO*
* *It is NOT permitted to write over someone who has already reserved a spot for family swim. Being caught doing this can result in disciplinary action.*
* *Registration will be closed for a certain date 12 hours before the start time of open swim*
* *All instructions for registration can be found on the google sheet and the website:* [*www.northsideswimacademy.com*](http://www.northsideswimacademy.com)
* *The registration of a certain day will close automatically when the capacity of the location that is being registered for has been reached.*
  + *Each location will have different maximum amounts of people that are determined by the owner of whatever pool that open swim is being held at*

***Rules and Regulations***

* *The deck manager on duty is the lead supervisor at the location. Deck managers will be responsible for knowing the rules stated in the information packet and enforcing them on our clientele and making sure our lifeguards are also enforcing it*
* *There will be no tolerance for inappropriate, unsafe, dangerous, violent, or harassing behavior. Anyone who breaks these rules will be spoken to by the deck manager. The deck manager my immediately ask you to leave for the day if these rules are continuously broken or if the act of rule breaking was very serious.*
* *There will be no weapons of any kind tolerated at any of our facilities. If there is a weapon onsite, the client will be asked to leave immediately. If the client resists leaving, we will immediately call the legal enforcement if the client refuses to leave.*
* *If any client is asked to leave and refuses, the deck manager may opt to call in legal authorities at any time*
* *Safety will always be a number one priority at all locations. If any person is making the environment unsafe in any context, the deck manager will ask the client to leave.*
* *If rules and regulations are broken on multiple occasions, it could lead to membership suspension or permanent termination*
* *The lifeguards are the first responders in any emergency situation. If an accident/incident happens, the lifeguard will command all people within the area of what to do. This may include clearing the pool and helping in a rescue emergency situation.*
* *If at anytime a client feels uncomfortable, the are encouraged to speak to the deck manager. The deck manager will follow a due process to investigate the situation and make a decision on what to do.*
* *For lap swim lanes, these will need to be reserved for lap swimming only (not free play) so distractions are not made during the time of scheduled programing*
* *For lap swim lanes some lanes will be able to hold 2 people and the other lanes will only be reserved for one swimmer*

**Water Aerobics**

***Registration/Eligibility***

* For water aerobics programing, registration is available on our Square checkout site, which can be reached on our programing sign up page: [www.northsideswimacademy.com/programing-sign-up](http://www.northsideswimacademy.com/programing-sign-up)
* Once the payment is made, you will have to fill out the intake form. Once you do this once, you will only have to fill out our re-registration form.
* Participants must be at least 18 years of age to participate in water aerobics.

***Types of Water Aerobics***

* Northside Swim Academy offers water aerobics classes, scheduled at designated locations at designated times
* Northside Swim Academy also offers 1:1 water aerobics instructions at the clients home or at one of our community swim lesson locations (note: rental fee may be charged)
* Northside Swim Academy also offers hydro physical therapy that can be requested in the same form as private mobile water aerobics sessions
* All rules and regulations are congruent to our mobile private swim lessons and learn to swim lessons program.

***NOTE:*** Clients may not request our staff to do lessons with them outside of terms of the company while said instructor is employed/contracted with Northside Swim Academy LLC. If the company finds out that this was going on, clients may be warned, suspended, or permanently banned from all Northside Swim Academy services. If an instructor is no longer with Northside Swim Academy, we the company have no say in what said instructor agrees to or not

***Liability***

* *Northside Swim Academy is not required to have a lifeguard on duty during water aerobics; however, our water aerobics instructors are required to be RedCross Organization Lifeguard & BLS certified within the first 180 days of hire.*
* *Northside Swim Academy is NOT responsible for knowing a swimmer’s ability in this setting. The caretaker of the child will be 100% liable if they are put into a dangerous situation.*
* *Northside Swim Academy is NOT liable for any injury or medical disability pertained to a client. With all water aerobics clients being adults (18+): they are responsible for communicating their underlying medical conditions/disabilities or any injuries to the water aerobics instructor.*
* *Our water aerobics instructors will give you adjustments to accommodate for your situation and advise on what to do within the class, however, are not and cannot give medical care beyond their level of certifications. In worst case scenarios: EMS will be called and higher level of care will be provided by EMS staff*
* *Northside Swim Academy is protected by our general liability insurance*
* *Northside Swim Academy makes sure that all hydro physical therapy inquiries are handled by a certified aquatic physical therapist*

***Fecal Matter***

* All clients who know they are prone to uncontrollable bowl movements need to make sure they are amply prepared for the class.
* Northside Swim Academy does not require for our clients to disclose that personal information, but is up to the client to disclose this personal medical information
* If there is a fecal matter incident in the pool; the pool will be evacuated immediately. Depending on the situation the client may be charged with a fine to cover the fecal matter cleaning process. This potential fine will be based on each situation. Management will assess the situation and come to a fair decision.
* If the client does not pay this fine in a timely matter legal action may be taken

***Weather Procedure***

* *If the facility is indoor and not grounded, the pool will need to be evacuated immediately when there is lightning within a 10 mile radius of the location. The pool may be re-entered when there has not been a lightning strike within this radius for 30 consecutive minutes*
* *If the facility for open swim is outdoors or an , all rules that are mentioned in the “learn to swim lessons” section apply here as well*
* *All facility specific rules for weather overtrump our rules put in place for weather when we are using a facility NOT owned by Northside Swim Academy.*

***Rules and Regulations***

* *The water aerobics instructor on duty will be the sole supervisor of all pool decisions that need to be made. They have the authority to instruct clients on what to do for the benefit of all the clients participating in said class.*
* *There will be no tolerance for inappropriate, unsafe, dangerous, violent, or harassing behavior. Anyone who breaks these rules will be spoken to by the the water aerobics instructor. They may immediately ask you to leave for the day if these rules are continuously broken or if the act of rule breaking was very serious.*
* *There will be no weapons of any kind tolerated at any of our facilities. If there is a weapon onsite, the client will be asked to leave immediately. If the client resists leaving, we will immediately call the legal enforcement if the client refuses to leave.*
* *If any client is asked to leave and refuses, the deck manager may opt to call in legal authorities at any time.*
* *Safety will always be a number one priority at all locations. If any person is making the environment unsafe in any context, the water aerobics instructor will ask the client to leave.*
* *If rules and regulations are broken on multiple occasions, it could lead to membership suspension or permanent termination.*
* *The water aerobics instructor will be the first responder in any emergency situation. If an accident/incident happens, the instructor will command all people within the area of what to do. This may include clearing the pool and helping in a rescue emergency.*
* *If at any time a client feels uncomfortable, the are encouraged to speak to the deck manager. The deck manager will follow a due process to investigate the situation and make a decision on what to do.*
* *If the client does not show up within 15 minutes of their scheduled start time, the instructor may leave if that is their last lesson and the instructor is not obligated to give the full time if they choose to stay. If the instructor does not show up at their given time with over 10 minutes of a grace period, this would make the client eligible for complimentary sessions on the first offense and a full refund on the second offense*

**Communication, Cancellation, Refunds**

*All communication, cancellation, and refund rules are the same as our learn to swim lessons, which can be found in the Learn to Swim Lesson and Community Swim Lesson Section*

***EXTRA PROGRAMMING***

Extra programming includes the following:

* Lifeguard Classes
* Customized workouts (personal training & swim team)
* Pool Operation Services
* Private Aquatics Inquiries for Third Party Companies

*All extra programming rules and regulations will be a situation-to-situation basis. Any Northside Swim Academy Staff working under these job codes will be in charge of making a decision of what to do based on the rules stated above for our other programming and the circumstances of the situation at hand. Each of these operations are listed out in detail on our website. Most cancellation and refund policies of this extra programing will align with what is outlined in the “Cancellation and Refunds” policy section.*

***Extra General Rules:***

* *If we are responsible for not being able to come through with our services, we believe in taking accountability to be better. We ask that all clients are patient with us and allow us to make up for our wrong with a right. With this being said, any refund requests due to us not being able to come through with what was promised ONCE, will NOT be approved. We will give you complimentary lessons if you would like them after one offense by us. If we are not able to come through twice (not necessarily in a row, but within a 14–21-day period), then a full refund will be processed. This applies to all our programing.*
* *Anyone who is unsure about long term commitment to the company may request a one-time flexible rate for our programing (percentage off will be situation per situation based). However, unless you apply for financial aid, this trial price will not be fixed, and you will be responsible for paying full price or membership price if you are a member. We do offer promos throughout the year and financial aid is available (approval not guaranteed but carefully considered).*