



Policies & Procedures

Monthly Membership with Recurring Billing Policy

1. Monthly Membership Enrollment Policy:

- 1.1. All customers interested in participating in swim lessons with South Florida Swim Lessons must enroll in a monthly membership plan.
- 1.2. Enrollment can be done online through South Florida Swim Lesson's website or in-person.
- 1.3. Customers must provide accurate and up-to-date information during enrollment, including name, address, contact details, and emergency contact information.

2. Membership Options and Fees:

- 2.1. South Florida Swim Lessons will offer different membership plans with varying benefits and access levels.
- 2.2. Monthly membership fees will be clearly outlined for each plan and prominently displayed on South Florida Swim Lesson's website and other marketing materials.
- 2.3. Any changes in membership fees will be communicated to existing members at least 30 days in advance.

3. Recurring Billing and Payment:

- 3.1. Customers must provide valid credit card or bank account information for automated billing.
- 3.2. The billing cycle will start on the enrollment date and continue the same day of each month thereafter.
- 3.3. Customers will be charged on the "Billing Cycle" day of every month.
- 3.4. In the event of a failed payment, South Florida Swim Lessons will attempt to reprocess the payment within three business days. If the issue persists, the customer will be notified, and their membership benefits may be suspended until the payment is made.

4. Membership Cancellation and Refunds:

- 4.1. Customers can cancel their monthly membership at any time.
- 4.2. Cancellation requests must be submitted in writing through email or written in person.
- 4.3. Customers will be billed for the current month, even if they cancel mid-month. No prorated refunds will be issued.
- 4.4. Refunds for unused portions of the current billing cycle will only be provided under exceptional circumstances, such as long-term medical reasons preventing participation in swim activities, and will be subject to review and approval by management.

5. Membership Suspension or Termination:

- 5.1. South Florida Swim Lessons reserves the right to suspend or terminate a customer's membership for violation of the swim business's code of conduct, rules, or policies.
- 5.2. Membership suspension or termination will be at the sole discretion of South Florida Swim Lesson's management, and the decision will be communicated to the customer in writing.

6. Communication and Customer Support:

- 6.1. South Florida Swim Lessons will maintain open channels of communication with customers regarding membership-related matters, including billing inquiries, changes to membership plans, and general support.
- 6.2. Customer support will be available during normal business hours, and customers can reach out via phone, email, or in person.

7. Policy Updates and Amendments:



- 7.1. South Florida Swim Lessons reserves the right to update or amend these policies and procedures at any time.
- 7.2. Customers will be notified of any significant changes to the policies via email or other appropriate communication channels.
- 7.3. Continued use of South Florida Swim Lesson's services after policy updates constitutes acceptance of the revised policies.

8. Data Protection and Privacy:

- 8.1. South Florida Swim Lessons will handle all customer data in accordance with applicable data protection laws and its privacy policy.
- 8.2. Customer data, including payment information, will be securely stored and processed only for the purpose of membership administration and billing.
- 8.3. South Florida Swim Lessons will have permission for my child's photo or video to be used for promotional or educational purposes.

By implementing these policies and procedures, South Florida Swim Lessons aims to provide a clear and transparent process for customers enrolling in a monthly membership plan with recurring billing while ensuring a positive customer experience and maintaining compliance with relevant regulations.

Attendance & Makeup Policy

9. Swim Time Scheduling:

- 9.1. Upon registration, each child will be assigned a designated swim time, which will remain constant unless they progress to the next skill level.
- 9.2. Swim class schedules may vary based on level demand and are subject to change.

10. Makeup Classes:

- 10.1 Families are allowed (1) makeup class per quarter, every 90 days.
- 10.2. Makeup classes are intended to accommodate unavoidable events like parties or illnesses and will be held ONLY on the 3rd Saturday of the month.
- 10.3. The primary objective is regular attendance to ensure consistent swim progress and avoid regression.
- 10.4. Regular attendance contributes to steady improvement in water performance.

11. Arrival and Departure:

- 11.1 Children should arrive wearing their swim gear, including goggles, swim caps, rash guards, and sunscreen.
- 11.2. All students are expected to arrive 15 minutes before their scheduled lesson to facilitate a smooth transition into their water.
- 11.3. Lessons are time-sensitive; every 30-minute session is meticulously planned.

12. Lost or Stolen Items:

- 12.1. Parents are responsible for their children's belongings.
- 12.2. South Florida Swim Lessons is not liable for lost or stolen items left on the premises.

13. Learn 2 Swim Guarantee:

- 13.1. South Florida Swim Lessons prioritizes water safety and survival skills in its instruction.
- 13.2. Lessons are tailored to each swimmer's needs, acknowledge individual learning rates.
- 13.3. While there is no fixed number of lessons to guarantee swimming ability, South Florida Swim Lessons guarantees 100% satisfaction for water improvement.



This policy outlines the importance of attendance, makeup classes, punctuality, and the personalized approach to swim instruction. It also emphasizes the guarantee of water improvement and satisfaction in the program.

Acknowledgement of Policies and Procedures with Recurring Billing Authorization

By enrolling in our swim program and providing payment information for recurring billing, you acknowledge and agree to adhere to the following policies and procedures:

14. Policies and Procedures Acknowledgement:

- 14.1. You have read and understood South Florida Swim Lessons' policies and procedures, which include the enrollment, attendance, makeup, arrival, departure, and Learn 2 Swim guarantee policies.
- 14.2. You recognize that adherence to these policies is essential for your child's consistent progress and enjoyment in the swim program.
- 14.3. You understand that these policies are subject to change and that you will be notified of any significant updates.

15. Recurring Billing Authorization:

- 15.1. You authorize South Florida Swim Lessons to charge your designated credit card or bank account on a recurring basis for the monthly membership fee associated with your enrolled swim program.
- 15.2. You acknowledge that the billing cycle will begin on the enrollment date and continue the same day of each subsequent month.
- 15.3. You understand that you will receive a notification at least five days before each billing date, informing you of the upcoming charge.
- 15.4. In the event of a failed payment, you authorize South Florida Swim Lessons to attempt reprocessing the payment within three business days and understand that membership benefits may be suspended until payment is successfully processed.
- 15.5. You have the right to cancel your membership at any time, as outlined in the Cancellation Policy, and understand that you will be billed for the current month even if you cancel mid-month.

16. Credit Card Authorization:

- 16.1. I hereby authorize South Florida Swim Lessons to charge my credit card for recurring payments as outlined above. I understand and agree to the terms and conditions provided.



Customer Information:

Full Name (as it appears on CC): _____

Billing Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ Email: _____

Credit Card Information:

Credit Card Type: _____ Credit Card Number: _____

Expiration Date (MM/YY): ____/____ CVV/CVC: _____

~ OFFICE USE ONLY ~

Recurring Payment Details:

Monthly Membership Fee: \$_____

Billing Cycle: _____

~ OFFICE USE ONLY ~

By signing below, I confirm that I am the authorized cardholder and that the provided credit card information is accurate and valid also acknowledging that you have read, understood, and agreed to South Florida Swim Lessons' policies and procedures and the terms of recurring billing outlined above.

Please keep a copy of this form for your records.

Signature: _____

Date: _____

Parent/Guardian Name (print): _____

Child's Name (print): _____