

Anasia Swim Payment Policy & Terms and Conditions

Service: Swim Lessons Last Updated Dec 29, 2025

Our mission at Anasia Swim is to be consistent and fair in implementing and providing excellent service and upholding our policies to ensure a smooth process for all clients. Please read all in its entirety, and thank you again for supporting Anasia Swim.

-Anasia Cuevas

(Anasia Swim CEO)

1. Payment Terms:

- 1a.** Payment is due as outlined in your Service Contract(s). Failure to pay by or on the due date listed on your service contract(s) will result in a hold in services until payment is received.
- 1b.** Payment is due at least 24 hours before service is provided, payment date will be listed in your service contract(s). If paying in cash, payment will be due upon arrival to your first scheduled lesson date as stated on your Service Contract(s).
- 1c.** Service contracts are final, and there are no opportunities to cancel or refund, regardless of services being provided or not.
- 1d.** If you are no longer able to complete the entirety or all of your scheduled lessons on your service contract(s), any remaining funds will be held on my end to be able to use at a later date or you may give the remaining funds to friends or family in the form of a gift card/voucher. No remaining funds are able to be cashed out or used towards another Anasia Swim Service.
- 1e.** Individual Lessons & Group Lessons: Payment due at least 24 hours before each lesson date. If paying in cash, payment will be due upon arrival to your first scheduled lesson date as stated on your Service Contract.
- 1f.** Packages: Payment due in full, at least 24 hours before first lesson date or at least 24 hours before each scheduled payment plan pay-date, if you qualify for a payment plan. If paying in cash, payment will be due in full upon arrival to your first scheduled lesson date or if you qualify for a payment plan, payment is due upon arrival to your scheduled payment plan pay-date(s), as stated on your Service Contract.

2. Payment Plan Policy:

- 2a.** Payment plans only apply to the swim lesson package option, not for individual lessons or group lessons.
- 2b.** Payment plans are only valid for packages worth \$500 or more.
- 2c.** Please note, only one package per individual, you may not combine two packages to equal \$500 or more to qualify for a payment plan.
- 2d.** The client must pay each equal payment on or before the date outlined in the service contract; as outlined in the Service/Product Provisions (3), or services will be voided until payment is made.
- 2e.** Payment Plan Options: 2 Equal Payments | 3 Equal Payments | 4 Equal Payments

3. Service/Product Provision:

- 3a.** The goods/services outlined in your Service Contract(s), will be provided only after confirmation of payment as outlined in the Service Contract(s).
- 3b.** If payment is not received on or before the payment date as listed in your Service Contract(s), services will be voided until the payment is made.
- 3c.** All discrepancies in the Service Contracts(s) must be communicated by the client at least 24 hours before the first scheduled lesson date.

4. Cancellation/Missed/No Show Policy/Rescheduling Policy:

- 4a.** All swim lesson Cancellations, or Rescheduling requests must be made 24 hours before the upcoming scheduled swim lesson date to reschedule with no penalty.
- 4b.** If a client fails to communicate a cancellation 24 hours in advance, or no shows, the client must pay the full price of service for that day. Services will continue only after payment is received for the day cancelled/missed or was a no show.
- 4c.** If paying in cash, payment for the day cancelled/missed or no show will be due on the next scheduled swim lesson date in addition to that day's payment. Services will continue only after payment is received for the day cancelled/missed or was a no show.
- 4d.** Please Note: Multiple cancellations/No Shows or Rescheduling requests can interrupt our planning and operations. You may be subject to a void in services until you are able to complete the scheduled lesson date(s) and times, or complete your Service Contract(s) at a later date/season.

5. Late Policy:

- 5a.** If the client is going to be late to a scheduled swim lesson, please let me know via text (760-613-1846) as soon as you know and an estimated arrival time. Please note, we plan for your scheduled lesson duration/start and end time, and will not be able to add time to make up for being late in respect to my other client's time.
- 5b.** If the client is going to be considerably late, and cancels, the client must pay the full price of service for that day. Services will continue only after payment is received for the day cancelled due to being considerably late.

6. Sick/Emergency Policy:

6a. If the client is sick or if there is an emergency, and is unable to attend the scheduled swim lesson date/time, we ask for as much notice as possible. 24 hour notice is ideal, however we understand the client may wake up sick or emergencies may be random and you may not be able to give 24 hours notice. We will be able to reschedule at no penalty.

7. Refund Policy:

7a. There are no opportunities for swim lesson refunds, all sales/bookings are final.

7b. There are no opportunities for remaining funds to be used towards other Anasia Swim services, if unable to complete your Service Contract(s) in its entirety, *Please review (1d).*

8. Weather:

8a. Swim lessons are held rain or shine, hot or cold. However, if the weather is severe or poses a safety risk such as thunder or lightning, we will exit the water for at least 30 minutes to resume our lesson. *(As recommended by the American Red Cross for safety concerns).*

8b. If the weather is severe or poses a safety risk such as thunder or lightning, we may reschedule for another day or add remaining time to future lessons at no extra charge or penalty.

9. Acceptable Payment Methods:

9a. Cash: All cash payments must be paid in exact change and payment will be due upon arrival to your first scheduled lesson date or payment play pay-date as stated on your Service Contract(s).

9b. Venmo & Paypal: All transactions must be payable to @anasiawim referencing the contract number listed in the top left corner of the client's service contract and the line item number in the itemized bill section when making their payment.

9c. Check: All check payments must be made out to Anasia Swim referencing the contract number listed in the top left corner of the client's service contract and the line item number in the itemized bill section when making their payment.

Liability Waiver

I, the Participant or Parent/Guardian, desire to take part in Swim Lessons conducted at our home/community or agreed to the swimming pool(s) location as listed on our Service Contract(s). I am aware that engaging in these activities carries inherent risks, including the potential for physical harm, loss of life, or damage to property. I acknowledge and consent that I/my child have/has chosen to participate willingly, understanding the associated risks. I confirm that neither I nor my child have any known physical or medical conditions that would impede our ability to take part.

In exchange for the privilege of participating in the aforementioned activities, I hereby release Anasia Cuevas CEO of Anasia Swim, along with all of their employees, volunteers, officers, and representatives ("Releasees"), from any and all claims concerning personal injury, death, or property damage that may arise due to or in connection with my/my child(s) involvement in these activities. This release of liability shall not apply in situations where such harm is the direct result of intentional misconduct or severe negligence on the part of the Releasees.

Media Optional: (You may opt out below)

I acknowledge that photographs, images or video of myself/my child may be taken during the activity. I provide Anasia Cuevas, CEO of Anasia Swim, along with their agents and affiliates, permission to utilize my/my child's name, photographs, or any other documentation of our participation in this activity in any form of social media, or other reports related to the activity for promotional purposes, without any compensation.

Please ensure you have read and understand all of the above before signing below.

These terms and conditions constitute the entire agreement between Anasia Swim and the client regarding payment for goods or services provided. Anasia Swim holds the right to take legal action if any of the terms and conditions are breached.

- I am signing as a Parent / Guardian
- I am signing as Myself (18+)

Payment Policy & Terms & Conditions:

- I agree and understand I will need to resign and agree to the Payment Policy, Terms and Conditions, and Liability waiver if more than 6 months has passed since the last service was received, or if policies have been updated by Anasia Swim. (See Instagram/Facebook for updates)
- I agree to and understand the Payment Policy & Terms and Conditions in its entirety and was given a digital copy to review, and understand there is a digital version accessible 24/7 on anasiaswim.com.
- I understand and agree to the due dates and payment price as outlined in all of my service contract(s), and agree to pay before or on the due date with my chosen method of payment, and understand there are no opportunities for refunds, all sales are final.

Liability Waiver:

- I understand and agree to the Liability Waiver in its entirety, and if signing as a Parent/Guardian I understand and agree to the Liability Waiver on behalf of the client listed below.
- I was given a digital copy to review, and understand there is a digital version accessible 24/7 on anasiaswim.com.

I acknowledge that photographs, images or video of myself/my child may be taken during the activity. I provide Anasia Cuevas, CEO of Anasia Swim, along with their agents and affiliates, permission to utilize my/my child's name, photographs, or any other documentation of our participation in this activity in any form of social media, or other reports related to the activity for promotional purposes, without any compensation.

- I give consent to the statement above.
- I do not give consent to the statement above.

Print First & Last Name: _____ Signature: _____ Date: _____

Name of Participant (Under 18) *If applicable* : _____ Age: _____

Contact Information:

For billing inquiries, or any questions, comments or concerns, please contact Anasia Cuevas at anasiaswim@gmail.com or 760-613-1846.

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Thank You!



Anasia Cuevas