



Yellowstone Aquatics Swim School Policies

Thank you for reading through the following policies for Yellowstone Aquatics. Policies are in place to keep swimmers, instructors and spectators safe as well as provide guidance to participants. Thank you for swimming with us!

Swim Lesson Placement

To ensure each swimmer has a safe, successful, and positive experience, we ask that parents register their child for the level that matches their current abilities—not their age or previous experience alone.

If you're unsure which level is the best fit, we strongly recommend choosing the lower level. Our coaches evaluate swimmers on the first day and will move them up if needed. It's much easier (and more encouraging!) to move a child up than to have them struggle in a group that's too advanced.

Our small class sizes allow instructors to give personalized attention—supporting kids who are brand new to a level while continuing to challenge those at the top of it.

Please do not overestimate your child's ability - every level builds critical skills, and proper progression helps your swimmer gain confidence, technique, and a love for the water. Still not sure where your swimmer fits?

Reach out - we're happy to help you find the best starting point!

Refund Policy

We understand that plans can change! However, due to limited class sizes and scheduling commitments, the following refund policy applies to all swim lesson registrations:

- Refunds requested 7 or more days before the first lesson will be issued in full, minus \$25 and any processing fees.
- Refunds requested less than 7 days before the first lesson may receive a 50% refund or a full credit toward future lessons.
- No refunds will be issued after the first lesson, except in cases of injury or extenuating circumstances, at the discretion of the program director, as spots have been reserved for your swimmer.

Diaper Policy for Non-Potty Trained Swimmers

For the health and safety of all participants, any swimmer who is not fully potty trained must wear a reusable swim diaper designed specifically for use in the pool.

The swim diaper must have snug-fitting elastic around both the legs and waist to prevent accidents and ensure cleanliness.

Disposable swim diapers alone are not permitted. Reusable swim diapers can be worn over a disposable if preferred, but the outer layer must be reusable with proper elastic seals.

Thank you for helping us keep our pools clean, safe, and fun for everyone!

Health & Safety Policy

The health and safety of our swimmers, families, and staff is our top priority. To help create a safe and positive environment for everyone, we ask that families follow these important guidelines:

Cleanliness & Pool Safety

- Our facility follows strict cleaning and sanitation protocols for all shared spaces and equipment.
- Pool chemistry is monitored regularly to meet or exceed public health standards.
- Swimmers should shower before entering the pool when possible.

Illness Policy

- **Please keep your swimmer home if they are sick**—including fever, vomiting, diarrhea, or any contagious illness within the last 24 hours.
- If your child becomes ill during a lesson, they will be removed from the water and you will be contacted immediately.

General Safety Reminders

- No running, rough play, or horseplay on the pool deck or in the facility.
- Swimmers must follow the instructions of coaches and staff at all times.
- Parents must supervise their children before and after lessons, especially outside of scheduled class times.

Parent Viewing Policy

We love having supportive families involved in swim lessons!
To ensure a safe and focused learning environment for all swimmers:

Parents and guardians must remain in the designated viewing area (the bleachers in the pool area) during lessons.

For safety and minimal distractions, **no parents are allowed on the pool deck** unless instructed by a coach or staff member.

This helps swimmers stay engaged with their instructor, build independence, and keep the pool deck clear for lifeguards and staff. If you have questions or concerns about your child's progress, we're happy to chat—just check in with a staff member before or after the lesson. Thank you for helping us keep lessons safe, focused, and fun!

Photo & Media Release Policy

From time to time, we may take photos or short video clips during swim lessons, camps, or special events to showcase the fun and progress happening at our swim school. These images may be used for:

- Social media posts
- Website content
- Promotional flyers or brochures

If you do not wish for your child to be photographed or included in any media, please notify us in writing at the time of registration, and we will do our best to exclude them from any shared media.

We never share full names or identifying information without additional permission.

Swimmer Readiness

To help your child get the most out of their swim lessons, please make sure they arrive **on time and ready to swim**.

Here's what each swimmer needs:

Swimsuit – One-piece suits or well-fitting trunks recommended

Towel – For drying off after lessons

Goggles – Optional for beginners, encouraged for higher levels

Hair tied back – Long hair must be pulled back or in a swim cap

No food, gum, or glass containers are allowed on the pool deck.

Yellowstone Aquatics Swim School Code of Conduct

We're committed to providing a positive, respectful, and safe environment for all swimmers, families, and staff. By participating in our program, you agree to uphold the following expectations:

Swimmers Will:

- Listen to and follow instructions from coaches and staff
- Show kindness and respect to instructors and fellow swimmers
- Keep hands and feet to themselves—no rough play in or out of the water
- Stay in assigned lesson areas and ask before leaving the pool
- Respect the facility and equipment
- Try their best and have fun while learning!

Parents/Guardians Will:

- Support a positive and encouraging atmosphere for all swimmers
- Stay in designated viewing areas during lessons (see Parent Viewing Policy)
- Address questions or concerns calmly and respectfully with staff, outside of lesson time
- Ensure swimmers arrive on time and prepared for lessons
- Help reinforce safe behavior before and after class
- Respect the facility and equipment, as we rent pool time and share the space with others.

Staff Will:

- Provide a safe, supportive, and inclusive learning environment
- Communicate clearly and respectfully with swimmers and parents
- Encourage every child to progress at their own pace
- Maintain professional standards in conduct, safety, and instruction

We reserve the right to remove any swimmer or spectator from lessons if behavior repeatedly disrupts the learning environment or creates an unsafe situation.

Thank you for swimming with us!!