



SWIMLABS SWIM SCHOOL POLICIES

Welcome to SwimLabs Swim School!

Our goal is to provide the highest quality of swim instruction and the safest aquatics environment for you. Your assistance in following these policies is greatly appreciated. We reserve the right to modify these policies at any time.

General Policies

Arrival Time - Please arrive on time for your swim lesson/session. Regardless of the time a swimmer arrives, lessons/sessions begin and end at the scheduled time. If you think you might arrive late and still wish to swim, please call/text us at 505-225-1859. We will allow a 10-minute grace period. Arrival after this 10-minute grace period without notification may result in a lost lesson/session.

Suggested Swimming Attire

- **Goggles:** We encourage swimmers wear a pair of goggles during lessons. Not applicable to Parent-Tot lessons.
- **Hair/Swim Caps:** It is a *mandatory requirement* that swimmers with hair to their shoulders must have hair in a secure ponytail or wear a swim cap. This ensures that the swimmer will not be distracted by hair in their face (allowing for a more effective lesson); as well as help maintain the cleanliness of our pools.
- **Swim Diapers:** Every child age 2.5 and under and those ***not completely potty trained*** regardless of age must wear ***two (2) snug fitting reusable*** swim diapers. The bottom layer should be a diaper-style reusable swim diaper, and the top layer must be a "Happy Nappy", "Big Elephant", or "Bee Bee Baby" reusable swim diaper with tight fitting waist and leg bands.

Children Cannot Be Left Unattended - While your child is at SwimLabs, please do not leave the SwimLabs facility. If your child is in a lesson, we ask that you stay in the waiting area until the lesson is finished. It is your responsibility to monitor your children when they are in the waiting area or in a swim lesson. For safety reasons, we do not allow running on the pool deck or in the waiting room.

Payment - We require payment in advance to book any type of swim lesson/session.

Refunds – There are ***no refunds*** for any unused or missed lessons/sessions of any type.

Non-Transferable - All lessons/sessions of any type cannot be shared or transferred. All lessons/sessions must be purchased for an individual swimmer and used only by that individual swimmer.

Expiration - All lessons on Auto-Pay Enrollment expire at the end of the purchase month.

Auto-Payment Program

SwimLabs' Auto-Pay Program allows a swimmer to reserve a consistent schedule, swimming on the same day/time(s) each week. To reserve a swimmer's lesson spot(s) in an ongoing, consistent, weekly schedule, whether in

- Group Lessons
- Private Lessons
- Semi-Private Lessons
- 3-Person Private Lessons
- Competitive Lessons or
- Competitive Semi-Private Lessons

swimmer must be enrolled and active in SwimLabs' Auto-Pay Program:

- Registration & Annual Service Fee – There is a Registration & Annual Service fee of \$45.00 per family. This fee is non-transferable and non-refundable. This fee will renew annually on the anniversary of your registration.
- Recurring Tuition Payments – Will be charged on the first day of each month. By providing acceptance and acknowledgement on this document, I hereby authorize SwimLabs ABQ to debit my credit card or bank account on the first day of every month for swim lessons.
- Initial Payment For Lessons – Is due upon registration and will be prorated to the first of the month.
- Monthly Tuition – You will be charged for the number of lessons based on the number of weeks for that month (as example, if there are 5 weeks in a month and you have 5 lessons for that month, you will be charged for all 5 lessons; if there is a holiday on one of your lesson days, you will not be charged for that lesson day).

Termination

Enrollment in SwimLabs' Auto-Pay Program will remain in effect until written notification of withdrawal/termination is received and documented.

To terminate enrollment by the end of the current month, written notification must be submitted by the 15th of month to avoid any subsequent charges.

If a client misses the 15th of the month, termination requests received after the 15th of the month will still allow for termination at the end of the current month, however, a "Late Termination Fee" per auto-pay enrollment will be charged. There are no exceptions.

Written requests to terminate will be accepted and documented by either of the following two methods:

- **EMAIL:** Termination requests can be emailed to info@swimlabsabq.com The email date/time will be time-stamped on the email to document receipt of your termination request.
- **TEXT:** Termination requests can be texted to 505-225-1859 SwimLabs texting system will automatically capture a copy of the text message to document termination.

Adjustments

Once enrolled in our Auto-Pay Program, if you would like to change your child's current Program (change from lessons 1x week to lessons 2x week; change from Semi-Private lessons to Private lessons or Group Lessons, etc.), written notice must be provided to SwimLabs in one of the following ways:

- **EMAIL:** Email to info@swimlabsabq.com with all relevant information.
- **TEXT:** Requests can be texted to 505-225-1859 with all relevant information

The new Auto-Pay Program and any lesson schedule or lesson type change(s) will start on the first of the following month.

Make-Up Lessons

Scheduling is family friendly with free Make-Up lessons, no explanation is required when you can't make a class. We understand that life happens and thus we allow 1 swim lesson to be rescheduled per month. (If you are enrolled in swim lessons 2x per week, you can use up to 2 makeup lessons each month!)

- Make-Ups do not expire but can only be used while your swimmer is actively enrolled.
- Make-Ups can be scheduled up to 45 days in advance.
- Once a Make-Up lesson has been scheduled, it cannot be rescheduled.
- To cancel a lesson, please submit a "future absence" through our Customer Portal any time prior to the start of your scheduled lesson time.
- Make-Up lessons are only able to be booked after the scheduled absence has occurred.
- Make-Up lessons do not hold cash value and cannot be used in-place of auto-pay lessons.

Substitute Instructors

We acknowledge the benefit of a consistent swim lesson schedule and instructor and we do our best to keep our instructors as consistent as possible.

However - ***we do not guarantee*** that the same instructor will teach your child's swim lesson every week. Instructors may miss a lesson(s) due to illness, vacation, or other scheduling reasons.

Our substitute-plan and training allow any instructor to teach any class and know exactly what skills and progressions your child needs to be working on.

- If your child will not swim with a substitute instructor, you may utilize your Make-up Lesson to reschedule that lesson.
 - If your child will not swim with a substitute instructor and you have already used your Make-Up Lesson for that month, unfortunately the lesson will be lost.

Pay-Per Lesson & Punch Pass Purchases for all Private and Competitive Lessons

Guidelines and Policies

Private lessons, Competitive Lessons, and Video Stroke Analysis Sessions may be purchased as a Single Pay-Per Lesson or in Punch Pass Packages.

- **Scheduling** - All Punch Pass lessons can only be scheduled within the next 7 days.
- **Cancelling** -
 - Notification must be received any time prior to the start of the lesson by texting/calling/emailing our front desk.
 - Notification received within 24 hours of the lesson will result in a \$25 late cancellation/reschedule fee.
 - Notification received any time after the start time of the lesson will result in the lesson being lost.
- **Expiration** -These lessons expire 1 year from the date of purchase. Once expired, the dollar value of any unused private lesson/video stroke analysis lesson/package will be credited to the swimmer's account.