

# Fun IN Swimming, Inc

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3707 College Park Drive The Woodlands, Texas 77384

## Policies & Procedures

Office Hours: Monday-Thursday 8:30AM-8:00PM, Friday 8:30AM-7:00PM, & Saturday 8:30AM-12:00 PM

### REGISTRATION AND FEES:

#### How to Register:

- Call, come in to our office, or go online to complete a registration form
- Choose the swim level you think best fits your child
- Prioritize your preferred day and time options
- Secure your class request with a credit card, check, or cash upon booking
  - **Spaces in the class will not be held without payment.**
- Charges returned from the bank/cc company marked as insufficient will result in a \$25 service charge
- A signed registration form, direct debit form, and policies and procedures form is required to be filled out per family before the 1<sup>st</sup> lesson

#### Fees:

- A \$55 (New Customer)/\$40 (Returning Customer) Non-Refundable annual family registration fee is due each calendar year and prior to students' scheduling
- The following class sizes are determined by the level in which your child is placed:
  - Semi-Private (2:1) \$140/month
  - Small Group (3:1)\$96/month
  - Group \$70/month

#### Payment Options:

The first payment for the classes is due upon booking. Subsequent payments will be automatically run on the 25<sup>th</sup> of the preceding month. By registering for classes, customer agrees to a minimum joining period of 4 months. After the 4 months, customer will continue to be automatically enrolled and charged until 30-day cancellation notice is given.

#### How to Withdraw from a Class:

**A cancellation form must be completed.** Forms are available at the front desk. Once the form has been completed, it is the responsibility of the customer to confirm that the front desk has received and processed the cancellation form. Any remaining payments will be prorated and discussed at the time of the cancellation. A copy of the cancellation form will be signed by a manager and given to you.

- Family registration fees are non-refundable
- Cancellation of lessons greater than 14 days prior to the start of the session will result in a \$15 cancellation fee per student and a total refund of lesson fees, less the family registration fee
- Cancellation notice 14 or less days prior to the start of the session will result in a \$ 50.00 cancellation fee per student and a total refund of lesson fees, less the family registration fee
- Lessons cancelled after the classes have begun will require a cancellation form (see above). From the date we receive your cancellation request, the family's account will be charged the amount for the remaining 30 days (any remaining payments will be prorated and discussed at the time of the cancellation.)
- Lessons cancelled during the originating 4 month contractual agreement will result in a \$50 cancellation fee per student. The cancellation fees must be paid in order to be fully released from the contract and the agreed upon auto debit program. 30 day cancellation notice is required without exception (see above).

### SWIM LESSON CLASSES:

- Swim lessons are offered Mon-Thurs 9:00A-8:00P, Fri 9:00A-7:00P, & Sat 8:30A-12:00P
- A variety of class levels are offered at designated times throughout the day. Each lesson is 30 minutes in length. Some competitive class lengths may vary.
- If only one student is present for a scheduled group or semi-private class, that class will turn into a 20 minute lesson.
- Students will not be permitted into class after 10 minutes into the lesson.
- Instructors and class times may vary from month to month

### MAKE-UP/MISSED LESSONS POLICY

We want all of our students to get their lessons in their scheduled classes, so we do not encourage make-ups. Our teachers are here waiting for you at your scheduled time and making your class is the best possible environment for your child! However, if you must miss a class, please see the following:

- To Receive Make-ups, lessons must be cancelled in advance-not just missed. The number of make-ups your child will receive is equal to the number of days per week they swim. (Ex: If your child swims 1 day/wk, they are only allowed 1 make-up every month regardless of the number of absences they have.)
- **Make-ups are \$8.00.** Payment is due immediately to secure the make-up time slot.
- In order to maintain the high quality standard of lessons our customers have come to expect, FINS does not schedule make-ups during regular classes. Special make-up classes will be scheduled on Fridays and typically the first and third Saturday of the month.
- Customers can schedule a make-up up to 1 week in advance by calling or stopping by the front desk.
- All make-ups must be completed within 30 days of the missed class.
- FINS does not guarantee same class sizes for make-ups (example: semi-private might have to make up a class in a small group)

- Make-ups are non-transferable and hold only a one lesson value
- Make-ups cancelled within 48 hours of the scheduled lesson will be charged a second \$8 makeup fee to be rescheduled.
- Under no circumstances will FINS refund a make-up fee.
- **Special Needs and Private Lessons will not be granted make-ups**
  - Our Specials Needs classes have already been greatly discounted by offering private lessons at our Semi-Private rates. Only certain teachers have been trained to work with our special needs students and are not available during the allotted make-up days.
  - For private lessons, we do not have teachers available to do one-on-one classes outside of the student's scheduled time.
- Missed make-ups will not be rescheduled.
- Cancellation of individual private/special group classes with less than 24 hr notice will result in no make-ups or refunds.
- If a student begins classes after the session has already begun, the class cost will be prorated to the appropriate start date.

#### **LOW ENROLLMENT POLICY:**

- **In the event that a group class is schedule and there are 2 or less students in the class, please understand you might be required to switch times to properly fill classes**
- If you wish to stay in the time slot after management informs of the need for movement, you will be required to pay for the rate of private or semi-private lessons

#### **CUSTOMER CLASS CHANGE REQUESTS:**

- **Customers will be allowed to switch their schedule once per session without penalty.** Requests for class changes after the first change will result in a \$25 change fee per student.
  - This does not apply to a change when it is determined necessary by FINS staff members

#### **HEALTH CONCERNS:**

- FINS pool water is kept on a MIOXX chlorination system with regular monitoring and is serviced by a professional pool maintenance company for the best possible water condition.
- OK to swim: If your child has a clear runny nose, but no fever
- NOT OK to swim: If your child has a fever or any type of contagious condition (respiratory, eye, or skin rash), or diarrhea. Please do not bring them to class until your doctor has cleared them to continue with physical activity.
- Students with sensitive eyes are encouraged to wear goggles.
- **PERMANENT SWIM DIAPERS & DISPOSABLE SWIM DIAPERS ARE REQUIRED** for any student not potty trained or prone to accidents.
  - If a child has a fecal accident and was not wearing both swim diapers, you will be permanently excused from the program and no refund or credit will be given for remaining lessons.

#### **LESSON OBSERVATION/RESTRICTIONS:**

- View rooms are available for easy and comfortable observation of your child's swim lessons.
- If your child experiences separation anxiety, the instructor may ask you to remain out of sight for the duration of the first few classes. Please do not take offense to this request. Your cooperation will help your child focus on the new environment and adjust to their new teacher. Know that within a few lessons, you will be able to observe your child during their swim lesson.

#### **PARENTAL RESPONSIBILITY:**

- **A designated responsible adult must be on the premises throughout the entire lesson.**
- All Band-Aids Must Be Removed Before Swim Lessons
- All Long Hair Must Be Tied Back
- Both Disposable & Permanent Swim Diapers Are Required For All Children Who Are Not Potty Trained or Prone To Accidents
- Please keep a watchful eye on the children with you who are not in swim lessons. This means:
 

○ No Standing on Chairs	○ No Running Around the Facility
○ No Leaning On or Banging On View Room Windows	○ No Horseplay
○ No Coloring On Walls, Floors, or Furniture	○ No Unsupervised Children Allowed Outside
- Please refrain from walking on the retention/barrier wall outside the front doors
- FINS is not responsible for any child injured while doing the above activities.
- Do not leave personal belongings inside your vehicle. FINS is not responsible for theft or vandalism.
- Any parent allowing the above activities could result in permanent removal from the facility. No refund or credits will be issued.

#### **SPECIAL NEEDS AND SPECIAL CARE CLIENTS POLICY:**

- To best service our many special needs and special care clients, our Staff must be made aware of as much information as possible to properly care for the student. This can be done by filling out our Special Needs form and verbally communicating with our Staff.
- Unless otherwise specified, the instructors for these students are NOT registered therapists.
- A doctor's release may be required for heart conditions, respiratory conditions, diabetes, epilepsy, and anything that would require special care or emergency procedures. This information will be kept confidential.

#### **INCLEMENT WEATHER POLICY:**

- FINS swim lessons are held rain or shine. In the event that we cancel lessons due to severe acts of nature, we will attempt to notify all students about the cancellation.
- **In the case of severe acts of nature and FINS has to close its doors, no make-ups will be given.**

#### **FACILITY RULES**

• The following activities are not permitted on the FINS premises:

- Smoking
- Pets (with the exception of animals used to assist with special needs)

- Alcohol
- Running, Skateboarding, or Roller Skating
- No glass containers