

Committed to Excellence!



Aquatics Academy Policies – Procedures - Fees

Rates: Lessons are 30 minutes each, once per week. Tuition is billed monthly intervals as follows:

Group lesson 2:1 class ratio = \$30 per week (Maximum 2 students per instructor)

Private Lesson = \$50 per week (Maximum 1 student per instructor)

Registration Fee for a first-time family = \$40 (Registration for a “returning” family = \$20) Our registration fee will carry you forward for any number of consecutive months of enrollment.

First-time Tuition Payment Procedure:

- Initially, students are scheduled and billed for two months, simply because we are scheduling one month in advance at all times.
- Initial tuition payment is due upon registration, prior to your first pool class. The initial payment should be mailed to our administrative mailing address located at the bottom of your tuition email notice.

On-going Tuition Payment Procedure:

- Tuition invoices will be emailed to your family once per month. Payment instructions are included on the in the monthly email and a copy of your tuition invoice will be a PDF file attachment.
- Tuition is due monthly, one month in advance, no later than the 8th of each month. For example: Tuition for March lessons would be due no later than February 8th. **A 5% late fee may apply to payments received after the 8th of each month.**
- Check or money orders are made payable to: Aquatics Academy. Returned check fee is \$30. We also accept Visa, MasterCard, or Discover. **Please note a processing fee of 3% is added to all card transactions.**
- **Automated tuition payment option: If you would like us to automatically charge your child’s tuition to a card, please contact our office with your card information. Monthly, you will receive a copy of your paid tuition receipt via email.**

CRITICALLY IMPORTANT- 30 days notification is required when EXITING your position in the program. Otherwise, your position is being automatically reserved for you and tuition is due.

EXIT NOTIFICATION DEADLINE dates are clearly noted in your monthly tuition email. This procedure is critical to allow us sufficient time to refill vacant positions. Failure to give timely 30-day notification may impact our decision to re-enroll your student in the future. We appreciate your understanding and compliance.

Absence Policy: We understand that students may at times have an unplanned absence due to illness etc. in which case, you may request a makeup class. Please note the following with regard to makeup classes.

- One make-up class is permitted per two-month period.
- There are no refunds or credits for missed lessons.
- Makeup classes may only be used during the time of active enrollment.
- We cannot guarantee you will have the same instructor for a makeup class.
- **Absence Procedure: EMAIL your absence notification prior to the missed class start time. TELEPHONE (within 30 days) during business hours to arrange your makeup class.**
- Reschedule your missed class within 30 days or you may forfeit the makeup opportunity.
- No-show / no-call for a scheduled makeup class, will forfeit that makeup opportunity.

Vacation Policy: One “Vacation Pass” (1 lesson’s tuition deduction) is permitted per 3-month period. Notify us via email with a minimum of 14 days’ advance notice time for a vacation pass to be deducted from your tuition account.

Holiday Closings: We are closed on the following holidays and no tuition is charged on these days. If a holiday is not listed below, we are open. Holiday closings are also noted on your monthly invoices when applicable.

- New Year’s Eve
- New Year’s Day
- Easter Sunday
- Memorial Day weekend both Sunday and Monday
- July 4th only
- Labor Day weekend both Sunday and Monday
- Halloween
- Thanksgiving Day
- Christmas Eve
- Christmas Day

Aquatics Academy Lesson Cancellation:

Lessons may be cancelled and students entitled to a tuition credit or refund due to the following circumstances. **(Affected students will be notified directly via text message).**

- The pool may not be suitable for use due to chemistry or mechanical issues.
- Weather-related closings (at the discretion of Aquatics Academy Program Directors).
- The pool may be closed for routine maintenance.
- Instructor absence, if we are unable to provide an alternate instructor for your lesson.

Questions or concerns while at the pool?

Please contact us directly for immediate assistance.

Please do NOT disturb or interact with hotel staff and/or hotel guests.

Office hours and Communication:

Monday – Thursday 10:00 AM – 6:00 PM and Sundays 11 AM -3:00 PM.

We may be reached during office hours by telephone, email, or text messaging to our main phone lines.

After-hours contact for emergencies or urgent matters is possible via text message only.

Voicemail and email are NOT monitored outside of office hours.

Texting after-hours is to be used ONLY FOR EMERGENCIES / URGENT MATTERS

Inclement weather closings. In the event we decide to close for winter weather, participants will be notified via text message. Your tuition account will be credited for the canceled lesson.

Please note, as our pools are indoors, they are completely grounded and safe for swimming in the event of thunderstorms. The National Swimming Pool Foundation guidelines for pool closures during thunder storms applies to outdoor pools. For more information, please visit www.nspf.org

Code of Conduct:

- Aquatics Academy clients are NOT permitted to use or consume amenities intended only for the use of registered hotel guests including but not limited to: **HOTEL TOWELS**, Wi-Fi, food and beverage items, gym facilities, business computers etc.
- Please do NOT disturb the hotel's staff and their guests. Instead, if you have any question or concern, contact our office for assistance. There may be rare occasions when we may need to acquiesce to the hotel guests' needs per our contractual arrangement with our host providers. We appreciate your understanding.
- Please conduct yourself and your children quietly within the hotel in order to help us maintain a positive relationship with our host facility.
- Aquatics Academy clients will adhere to safe hygiene practices in compliance with Red Cross Guidelines and local Health Department codes so as not to intentionally compromise the health and hygiene conditions of our pool facility.
- **Children under age 3 years will be required to wear TWO (doubled) swim diapers during pool sessions. Parents are asked to use the baby changing station located within the restroom and refrain from changing diapers on the pool deck.**
- Aquatics Academy clients will be respectful to our instructors and other clients, adhering to all instructions given verbally by our staff or otherwise posted.
- Clients will use the appropriate restroom facilities to change clothes and refrain from changing clothes on the pool deck or other public areas within the facility.
- Aquatics Academy clients will be responsible to leave the deck, pool, and restroom areas as you found them, tidy and neat.
- Ejection from the hotel property, for inappropriate conduct will be at the discretion of our host hotel's management. Such dismissal may also result in expulsion from our program.

Aquatics Academy reserves the right to dismiss any student from our program for violation of our policies, or payment agreement.