

Committed to Excellence!



Aquatics Academy Policies and Fee Schedule

Fee Schedule: Lessons are 30 minutes each, once per week. Tuition per student is as follows:

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

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

Registration Fee for first-time family = \$40 (Registration for Returning family = \$20)

Initial Tuition Payment Procedure: Tuition is due upon registration, prior to the student's first pool class. Initial payment will include tuition for all lessons scheduled within the first two calendar months, plus a registration fee per family of \$40 (Returning family one-time registration fee is only \$20).

On-going Tuition Payment Procedure:

- Tuition invoices will be emailed to your family once per month. Tuition payment instructions are included on the cover note of this monthly emailing and a copy of your tuition invoice will be attached.
- Tuition is due one month in advance no later than the 8th of the month. For example: Tuition for March lessons would be due no later than February 8th. **A 5% late fee applies to payments received after the 8th of each month.**
- Payments may be made in the form of check or money order made payable to: Aquatics Academy. Returned check fee is \$30. We also accept Visa, MC, Discover or Amex. **Please note a processing fee of 3% is added to all credit card transactions.**
- **Automated tuition payment option: If you would like us to automatically charge your child's tuition to your credit card, please contact our office with your card information. You will receive a copy of your paid tuition receipt via email monthly.**
- **CRITICALLY IMPORTANT- ONE FULL month's notice is required any time you would like to release your position in our program. NOTIFICATION DEADLINE dates are always noted in your monthly tuition emailing. This procedure is critical to our scheduling process and allows us sufficient time to refill vacant positions. Failure to comply with this policy may impact our decision to re-enroll your student in the future. We appreciate your understanding and compliance.**

Class Cancellation subject to credit or refund: Pool sessions may be cancelled and students entitled to a tuition credit or refund due to the following circumstances and students will be notified directly by our office:

- The pool may not be suitable for use do to chemical or mechanical problems.
- Instances of inclement weather when travel may be dangerous to our staff or students at the discretion of the Aquatics Academy Program Director.
- The pool is closed for routine maintenance.
- Instructor illness / absence. (We will make every effort to substitute an instructor in this event)

Unplanned 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.

- There are no refunds or credits forward for missed lessons. Missed classes may only be made up.
- Makeup classes may only be used during the time of active enrollment and will not carry over beyond that time.
- We cannot guarantee you will have the same instructor for a makeup class. Makeup classes are typically scheduled on a different day than your regularly scheduled class based on our availability.
- When you know you will miss a class, contact us in **writing via email** prior to the class start time in order to be eligible for a makeup class within 30 days.
- Do not “stack up” multiple missed classes without rescheduling. When you miss a class, you are responsible to contact us as soon as possible to reschedule the missed class within 30 days or forfeit the makeup opportunity.
- Do not “stack up” more than two classes at a time for rescheduling or your family will forfeit those classes entirely.
- No show / no call for a scheduled makeup class will forfeit that makeup going forward.

Pre-Planned Absence Policy: For pre-planned absences, such as a family vacation, each active student is entitled to one “Vacation Pass” per calendar quarter. Simply notify us of the vacation date **in writing via email** to request a vacation pass deduction. Vacation pass requests require a minimum of 14 days’ advance notice.

Holiday Closings: We are closed on the following holidays and of course no tuition is charged to those students’ schedules affected. If a holiday is not listed below, we are open. Holiday closings will also be 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
- Labor Day weekend both Sunday and Monday
- Halloween
- Thanksgiving Day
- Christmas Eve
- Christmas Day

After hours contact information. Office hours are Mondays through Fridays from 10:00 AM – 6:00 PM. If you need to reach us urgently outside of office hours, TEXT message to our primary business line and we will assist you immediately. **Please note, this procedure is to be used only for urgent matters.** If you have a simple administrative or billing question, please contact us during office hours when we are able to properly assist you.

Questions or concerns while at the pool? Please contact us directly. We ask that you please do not disturb the hotel staff and allow us to assist you instead.

Inclement weather closings. In the event we decide to close for inclement weather, participants will be notified by text message and your tuition account will be credited. 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 only 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. We also ask that you please do not disturb the hotel's staff members with questions or requests related to our program. Instead contact our office for assistance.
- 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 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, following 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.
- Aquatics Academy clients will behave appropriately with good conduct while on pool facility property. Ejection from the property and dismissal from our program for inappropriate conduct will be at the discretion of our host hotel's management. Such dismissal may 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.