

Committed to Excellence!



<b>Tuition Rates Per Student</b>	
Tuition Rates: Lessons are 30 minutes each - Once per week - Billed monthly, one month in advance	
Group lesson 2:1 class ratio, maximum 2 students per instructor	\$32.50 per class
Private Lesson 1:1 ratio class, maximum 1 student per instructor	\$55.00 per class
<b>Registration Fee per family</b>	
One registration fee always includes ALL SIBLINGS from the same family, for an unlimited number of consecutive months of active enrollment. Only ONE fee below applies	
Registration for a “first time” family (new to our program) <b>OR</b>	\$40.00 per family
Registration for a “returning” family (former student, returning to lessons)	\$20.00 per family

**Office hours and Communication: To help everyone stay in touch**

- Office hours are Mon.– Thurs. 10:00 AM – 6:00 PM and Sun.11:00 AM -3:00 PM.
- PA program contact: (570) 664-1716 [PA@AquaticsAcademy.com](mailto:PA@AquaticsAcademy.com)
- NJ program contact: (973) 406-7261 [NJ@AquaticsAcademy.com](mailto:NJ@AquaticsAcademy.com)
- During office hours: telephone, email, voicemail, or text message the office line
- **After-hours emergencies or urgent matters is possible via text message only**
- **Texting after-hours is to be used ONLY FOR EMERGENCY / URGENT MATTERS.**
- After hours voicemail and email will not be seen until the next business day

**For NEWLY Registered families: Initial Payment Procedure**

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

### **Ongoing Tuition Payment Procedure:**

- Tuition invoices will be emailed to your family once per month. Payment instructions are included in every monthly emailing. A copy of your tuition invoice will be a PDF file attachment.
- Tuition is due monthly, one month in advance, no later than the 8<sup>th</sup> of each month. For example: Tuition for March lessons would be due no later than February 8<sup>th</sup>. **A 5% late fee may apply to payments received after the 8<sup>th</sup> 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.**
- **Credit or Debit Card 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 the program. Otherwise, your position is being automatically reserved for you and tuition is due.**

**30 Day EXIT Notice Required: Notification deadlines** 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 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 regards to makeup classes. Because we guarantee such small class ratios, makeup policies are limited as follows:

- One make-up class is permitted per two-month period.
- There are no refunds or tuition credits for absences.
- **Absence 2-step procedure:**
  - 1. EMAIL your absence notification prior to the missed class start time.**
  - 2. TELEPHONE within 30 days to schedule your makeup class.**
- Reschedule your missed class within 30 days or you may forfeit the makeup opportunity.
- Makeup classes may be requested only up to 30 days beyond your period of active enrollment.
- We will try, but we cannot guarantee the same instructor for a makeup class
- No-show / no-call for a scheduled makeup class, may forfeit that makeup opportunity.

### **Vacation Policy:**

One "Vacation Pass" (1 lesson's tuition deduction) is permitted per 3-month period of enrollment. 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. 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 4<sup>th</sup> only
- Labor Day weekend both Sunday and Monday
- Halloween
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- If a holiday is NOT on this list, we are OPEN

### **Winter Weather:**

A closing due to winter weather is always at the discretion of Aquatics Academy. **Affected students will be notified via text message.** The canceled class tuition will be refunded or credited to your tuition account.

### **Unexpected Pool Closing & Class Cancellation:**

For a closing due to any of the following circumstances, affected students will be notified via text message. The canceled class tuition will be refunded or credited to your tuition account.

- The pool may not be suitable for use due to chemistry or mechanical issues.
- The pool may be closed for routine maintenance or repair.
- Instructor absence, if we are unable to provide an alternate instructor for your lesson.

Please note, as our pools are INDOORS, they are completely grounded and SAFE FOR SWIMMING IN THE EVENT OF A THUNDERSTORM.

The National Swimming Pool Foundation guidelines for pool closures during thunder storms applies to outdoor pools. For more information: [www.nspf.org](http://www.nspf.org)

## Code of Conduct:

**DO NOT USE HOTEL TOWELS, Food / Beverage items or Wi-Fi.** Hotel fitness room, business computers etc. are all OFF LIMITS.

**Only ONE Adult per family unit is permitted on the pool deck.** Please leave siblings home whenever possible (This is required of us in order to be able to program at the hotels)

Questions or concerns while at the pool? **Please contact us directly for immediate assistance: Call or text us at: PA (570) 664-1716 or NJ (973) 406.7261** Please do NOT disturb or interact with hotel staff and/or hotel guests.

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 not fully potty trained will be required to wear TWO LAYERS (doubled) swim diapers under their swim suit. Parents are asked to use the restrooms to change 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 or deny re-enrollment for violation of our policies, or payment agreements.