

# 2017 Swim Lesson Policies Agreement Form

\*\*\*Parent Must Sign and Date acknowledging that they have read these policies and agree to abide by them. \*\*\*

## Registration and Payment Process

- Registration for 2017 begins on June 5, 2017 and are on a first come-first serve basis.
- Cost per each lesson is \$10 for 30 minutes. Prices are per swimmer, per lesson. Each lesson is taught to the skill level of the child. All classes are a 1:1 student/instructor ratio unless approved by the Aquatic Director.
- Lessons may only be scheduled two weeks out.
- All parent signature forms must be completed at the time of registration.
- Registration must be completed in person at the WMFC Welcome Center.
- Payment must be made IN FULL at the time of registration. No lesson will be scheduled without full payment. Once a lesson is scheduled and paid for, it is non-refundable.
- Payment is made using cash or check. We are sorry, but at this time we are unable to take credit card payments.
- Although WMFC tries hard to schedule the same instructor for each swim lesson, due to scheduling and situations beyond our control, we cannot guarantee the same swim instructor for every lesson
- Please contact Renee Allen at 832-3256 for questions regarding lessons and scheduling.

## Communications

- Each parent will receive a *Swimming Lesson and Swimming Safety Packet* when they register for swim lessons. This packet is filled with information that we hope you will find informative and helpful.
- If you prefer another form of communication other than a phone call, such as text, please let us know and make a note on your swim lesson paperwork.
- If you have questions about your child's progress please contact the instructor by phone. Instructors often have back to back lessons and thus will most likely not be able to talk to you between lessons.
- Please direct any non-lesson questions to the head lifeguard or the WMFC Aquatic Director.

## Before Each Lesson

- Arrive early. Allow at least 10 minutes prior to the start of the class to find parking, get into the facility and assist your child in the locker room.
- Sign in at the WMFC Welcome Center and get a wristband for your child. Parents and observers also need to sign in and get a wristband to be on the pool deck. Swim lesson participants swim for FREE during Open Swim after their lesson.
- Please bring a swimsuit and a dry towel for your child. Goggles and caps are optional.
- Regular diapers are not allowed in the pool area. Children who are not toilet trained must wear swim diapers under their swim suits.
- Clothes, street shoes and other personal items may be stored in the lockers in the locker rooms. Please bring your own lock, and leave your valuables at home.
- Please make sure that your child uses the restroom and showers with soap before entering the pool area. It is suggested that your child visit the restroom ever 30 minutes during your visit to the pool.
- **NOTE:** Please help us to stop the spread of Recreational Water Illnesses! Diaper changing is only allowed in the locker rooms on the diaper changing stations, not poolside or on the benches in the locker room.

## Parent/Guardian Expectations

- Parent/Guardian may leave the facility after they have placed their child under the direct supervision of their instructor, but must be back on the pool deck 5 minutes prior to the end of class. Swim instructors often have back to back lessons and thus cannot supervise your child once their lesson has finished.
- Please do not interrupt swim lessons. This distracts your child from getting the most out of each lesson.
- The most important role of a parent or guardian during swimming lessons is to be positive and patient with your swimmer's progress. There is no set pace for your child's swimming improvement.
- It is expected that all parents and swimmers will abide by all WMFC Swimming Pool Rules.

### Cancellations/Missed Classes/Tardiness

- If a child fails to attend their scheduled swim lesson, WMFC is still committed to paying the instructor for that lesson. As a result, we will strictly enforce our cancellation/rescheduling policy.
  - NEW FOR 2017>>>Each child gets 3 grace passes that can be used to reschedule lessons that have been missed. Ex: If your child is not feeling well and cannot come to their lesson, the parent may choose to use a grace pass to reschedule.
  - If your child is not able to make a rescheduled lesson please note there will not be another option other than using another grace pass.
  - If WMFC cancels a lesson, WMFC will contact you to reschedule the lesson.
  - **Cancellations/“no shows” are non-refundable and will only be rescheduled by using a grace pass.**
  - We would be happy to accept a signed doctor’s note in lieu of a grace pass to reschedule a lesson.
- Any child who is late to a swim lesson will only be taught for the remainder of the time that is left in their scheduled lesson. EX: 4-4:30PM lesson, child arrives at 4:10PM, they will be taught until 4:30PM. If a child is more than 15 minutes late, the swim instructor is not required to teach the lesson and the lesson will be considered a “No Show” and will not be refunded or rescheduled.
- There are times that WMFC may have to cancel and reschedule lessons. WMFC will notify you in case of pool closing and swim lessons will be rescheduled. Please have a valid phone number on your swim lesson paperwork in the event that we need to contact you.

### Weather/Pool Closure

- Lessons are conducted regardless of weather, except in cases of pool closure. In the event of a pool closure, the lesson will be rescheduled. The instructor will work with the swimmer/parent to determine a time to reschedule the lesson that will work for everyone involved. In the event of inclement weather, please call ahead to determine if the lesson is still being held.
- If the pool is closed for any reason and your lesson has less than 15 minutes remaining, your lesson will not be rescheduled.

### Health/Medical Conditions

- Please notify us if your child has a medical condition, such as, but not limited to, allergies, seizures or epilepsy, and make a note on your child’s swim lesson paperwork. We may request that your child obtain a medical clearance from a physician prior to starting swimming lessons. In an emergency, knowledge of medical conditions will aid our staff and emergency personnel in providing care.
- To prevent the spreading of illnesses, your child **MUST NOT** attend lessons if:
  - He/She has had a **fever** or has **vomited** within the last 72 hours
  - He/She has had **diarrhea** in the last 72 hours
  - He/She has **green/yellow discharge** from the nose

### Additional Important Information

- Swim lesson participants are welcome to stay for Open Swim and swim for FREE as long as they sign in and obtain a wristband from the Welcome Center.
- **Periodically photos are taken for marketing purposes. By signing this form you are consenting to having your child photographed for use in WMFC publications. If you DO NOT wish to have your child’s photos used in such a manner please write a sentence at the bottom of this form stating such.**
- The Assisted Locker Room is available for changing or restroom use. Please enter through the poolside entrance.
- Food and drinks, other than water, are NOT allowed in the pool area.

I have read and agree to abide by the above policies:

Swim Participant’s Name: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name of Legal Parent/Guardian: \_\_\_\_\_

Signature of Legal Parent/Guardian: \_\_\_\_\_