

REACH SWIM GENERAL POLICIES

1. Proper swim suits are required for both girls and boys
2. All children under the age of 2, and any child who is not potty-trained, must wear a swim diaper (a regular diaper is not acceptable)
3. Parent and/or caregiver is required to stay in pool lesson viewing area during the child's lesson. REACH staff is not responsible for escorting children to locker rooms or bathrooms
4. No child should be left unattended, all children are the responsibility of the parent or caregiver before the class has begun and immediately after their class is over.
5. No parent and/or caregiver is allowed on perimeter of pool deck during lessons
6. All students and families of students must comply with all facility pool rules which include but are not limited to
 1. NO running on pool deck
 2. NO eating on pool deck or bleacher area
 3. NO disruptive use of cell phones during lessons, please keep noise to a minimum
 4. use of appropriate locker rooms before, during, and after lessons.

REACH SWIM CLASS & REGISTRATION POLICIES

1. Full payment for all lessons is required upon booking class
2. In the event that the regular scheduled instructor is out, REACH swim academy will provide an equally adequate instructor for the class
3. If classes have to be cancelled due to pool closures or inclement weather, you will be notified via text, phone, or email and a credit will be issued to your account.
4. REACH swim academy does NOT offer credits or refunds for inclement weather if pool is open and classes run as scheduled.
5. **Lesson times can not be changed nor is switching days and times allowed**
6. **NO make-up classes, refunds, or credits will be offered for any missed group classes (Sensory, Parent/Child, Intro, Bronze, Silver, Gold, Team REACH, REACH rec)**
7. **For private lessons, a credit to your account will be issued for (1) missed lesson during the season provided that the cancellation is done 24 hours in advance. We can not offer make-up classes for the missed lesson.**
 1. **No credit will be issued for missed lessons after the first credited missed lesson**
 2. **Cancellations may be done via email, text, or phone**
 3. **Private lessons cancelled the day of lessons will not be credited**

REFUND POLICY

1. Full refund will be given for classes if cancelled at least 21 days before season begins
2. 75% refund will be given for classes cancelled 15-20 days before season begins
3. NO refund will be issued for classes 1-14 days before season begins
4. If there is a medical emergency, credit will be give with proper doctors note.

I have read and agree to all polices _____

Please print your full name _____

Date _____