

Make Up Policy

Make up classes are not guaranteed.

They are on a first come first served basis.

In a full class, we only allow 2 students to come in to that class for a make-up class.

There are no make-up classes allowed in the first week of any session.

In the Fall, Winter, and Spring session you are allowed only 2 make up classes.

How to request a make-up class:

- Please look over the flyers to see which days and times we offer the classes.
- You will then want to email Annsaquatics@gmail.com to schedule a make-up class.
- In that email, you will include your child's name, the class day and time that you cannot attend, and then the date of the class day and time you would like to come in for the make-up class.
- If we are able to confirm your request, we will respond to you. If not, we will try to give you other options.

If you schedule a make-up class and do not show up, it still counts as a make-up class.

If you would like to re-schedule or cancel a make-up class you already booked, we need to know at least 24 hours in advance or it counts as a make-up class.

How to register for group lessons

Before anything, please look over the class descriptions to see which class would be best for your child. There are flyers located at the bottom of the our website homepage, www.annsaquatics.com. The flyers are broken down into different categories. Please look over them all to see when the class is offered. If you are still not sure, please email Annsaquatics@gmail.com to find out for which class you will need to register. In that email, you will want to include your child's name and date of birth. We will then be able to exchange emails and find out which

would be the best class for your child. REGISTRATION IS THROUGH EMAIL ONLY. We will not take any registration emails prior to the designated registration time.

Registration is a long process, so please be patient with the responses. Once you send an email to Annsaquatics@gmail.com, it will be in queue. If you send another email, your queue will end up being reset to the end of the line. Please make sure to only send one email right at the designated time.

On registration day:

- In all registration emails, you will want to include your child's name and the class day and time for which you would like to register. You will also want to include as many back up choices just in case your first choice is unavailable. Make a list of the order of preference.

- If we are able to get you into a class, we will let you know how to complete the registration process.

Fall session:

- Registration for Fall session will have just one registration time. It will be on a first come first served basis for all students.

Winter session:

- Early registration is for all students who are currently enrolled in the Fall session. They will have priority to continue in the Winter ONLY FOR THE SAME CLASS DAY AND TIME. If you wish to move to another day or time, you will have to wait until open registration.

- Open registration is for all other students who are not enrolled in the Fall session. This period is when you will send in your email for registration.

Spring session:

- Early registration is for all students who are currently enrolled in the Winter session. They will have priority to continue in the Spring, ONLY FOR

THE SAME CLASS DAY AND TIME. If you wish to move to another day or time, you will have to wait until open registration.

-Open registration is for all other students who are not enrolled in the Winter session. This period is when you will send in your email for registration.

Summer session:

-There will be one registration date for all Summer sessions.

-It will be on a first come first served basis.

-You can register for any or all the Summer sessions.

Payment

Upon getting into a class, we will need to receive payment 1 week prior to the start of the session. If the class has a waitlist, and we have not received payment, we reserve the right to withdraw your child from the class and give that spot to the next person on the waitlist. If there is no waitlist, we will keep your child in that class and there will be a late fee of \$25 to your balance after the first week of the new session.

All students that enroll after the start of the session will be prorated if we are able to find them a class after week 1 of the new session. Waiver and payment are due prior to the first class you attend. If not, there will be a late fee of \$25 added to your balance.

PLEASE DO NOT MAKE ANY PAYMENTS UNTIL YOU ARE REGISTERED FOR A CLASS.

Private Lessons

Private lessons are offered throughout the year. However, we are limited to only a handful of time slots during the Fall, Winter, and Spring, as we have group lessons during those times.

Once the Spring session ends in June, we have more time slots available for private lessons. We start scheduling the private lessons around the middle of May. You can start emailing Annsaquatics@gmail.com in January to inquire and to be placed on the waitlist for the Summer. In that email, please include when you would like to start the lessons, if you have a pool location to use or not, and what days and times in which you are interested. The more flexible you are with days and times, the higher the chances we can accommodate you. When we start scheduling the private lessons, we will then go in order of our waitlist for the Summer time slots.

There is a 24 hour cancellation policy. If you have a lesson scheduled, and you do not cancel at least 24 hours in advance, you will be charged for the lesson that was scheduled.

Weather is unpredictable. We follow the same rules for the outdoor pools. We will only cancel private lessons when there is a heavy downpour, lightning, or thunder. We will plan to have lessons, as scheduled, through overcast and light rain.

We do have a pool location to use for the private lessons. However, the health club requires you to join their health club in order to have lessons with us there. Their membership fee is not included in our lesson fee.

Refunds

There are no refunds, substitutions, extensions, or credits given to those that wish to withdraw midway through a session.