

Ripples Swim School

2019 Policies

Policies

*Any participant who plans to enter the pool area must first submit a signed Ripples Swim School Waiver and Policies page on our parent portal at www.RipplesSwim.com

*Visa, Master Card, American Express, Discover, cash, and checks are accepted at Ripples Swim School. *At Ripples, there is a yearly, non-refundable membership fee per child with a max family membership fee. This fee will be paid on the child's anniversary date each year while enrolled in swim lessons at Ripples Swim School.

*This agreement will immediately lapse and your child's enrollment will be discontinued (make-ups will be forfeited) if payment is not made by the 10th of each month.

*A \$10.00 handling charge will be assessed on all declined automatic debit transactions, and returned checks.

*If automatic debit transactions are returned three (3) times, your automatic debit privileges will be canceled.

*In order to cancel your child's swim lessons, a completed withdrawal form must be submitted BY THE FIRST DAY OF YOUR LAST FULL MONTH OF LESSONS. A late fee of \$5 per day after the 1st of the month will be charged for any withdrawals. No withdrawals will be accepted after the 5th of each month. Withdrawals due to medical reasons will be handled on a case to case basis at the discretion of Ripples Swim School. Due to our billing cycle we cannot prorate withdrawals. Withdraw forms can be found online at www.RipplesSwim.com as well as at our front desk. Please confirm receipt of all emailed withdrawal forms due to potential transmission errors. Unfortunately, phone calls, handwritten letters or typed emails will not be accepted as a form of withdrawal.

*All children who are under age 3.5 must wear a reusable swim diaper while swimming at Ripples Swim School. All children under 3 must wear a reusable swim diaper as well as a disposable swim diaper.

*Due to operational costs, no refunds, credits, or transfers will be issued at Ripples Swim School. (ie: Transferring make-up swim lessons to other children enrolled in our program is prohibited).

*MAKE UP POLICY: There is a limit of 1 make up class per month while enrolled at Ripples Swim School. Makeup lessons expire 30 days from the date of the absence. Make-ups prior to 2019 do not expire. Makeup lessons can only occur AFTER the date of the absence. To qualify for a make-up lesson, you must do one of the following: call Ripples at 401-396-8765, email absent@ripplesswim.com or fill out our online absent notification form 2 hours prior to your missed class. Make-up lessons can only be used while currently enrolled in lessons and missed make-up lessons cannot be made up. A cancellation of your enrollment will lead to a forfeiture of all unused make-up swim lessons on your account. Please note, make-up lessons cannot be used to extend lessons past your requested last class date, we cannot guarantee make-up swim lessons with specific teachers and we cannot guarantee that missed Private or Semi-Private lessons can be made up in Private or Semi-Private classes. If your child misses his/her swim lesson for 3 consecutive weeks, without verbal communication to Ripples Swim School as to the reason for the absence, Ripples Swim School reserves the right to permanently cancel your child out of lessons beginning on the 3rd absence.

*Makeup lessons for Holidays are at the discretion of Ripples Swim School.

If your child's group class has only 1 or 2 students enrolled in it, Ripples Swim School reserves the right to consolidate that class.

*Ripples Swim School does not guarantee teacher requests. Teacher's schedules are subject to change at any time.

*All returns & exchanges to the Ripples Retail Shop must returned within 15 days of the sale, and must be new, unused and have the original packaging and accessories.