

Ripples Swim School

Policies

*Any participant who plans to enter the pool area must first submit a signed Ripples Swim School Waiver or have one previously on file.

*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 your credit card or bank account is rejected, during an automatic debt transaction, for any reason other than an error on the part of Ripples Swim School.

*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 withdraw form must be submitted PRIOR TO THE STUDENTS LAST FULL MONTH OF LESSONS. 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 or faxed withdrawal forms due to potential transmission errors. Unfortunately, phone calls, hand written letters or typed emails will not be accepted as a form of withdrawal.**

*All children who are not potty trained, or 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 12 make up classes per calendar year while enrolled at Ripples Swim School. Makeup classes are limited to one per month. Makeup lessons are not given for the following holidays: Thanksgiving, Christmas Eve and Christmas Day, New Years Day, Easter Sunday, Memorial Day Weekend, July 4th and Labor Day Weekend. To qualify for a make-up lesson, you must email absent@ripplesswim.com or fill out our online absent notification form **24 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 absent class in a row. 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 be returned within 15 days of the sale, and must be new, unused and have the original packaging and accessories.