

## TIDE SWIM SCHOOL POLICIES AND PROCEDURES

### Absences and Make-ups

1. Make-up lessons are only offered when the pool is closed. This is very rare and usually occurs because of extreme weather conditions or mechanical issues.
2. When pool schedules allow, Fridays will be used as make-up days. Otherwise, make-ups will be scheduled by Tide Swim School where space permits.
3. If a situation occurs when no make-up class can be scheduled, a credit will be posted to your account to use for future lessons. We do not issue refunds.
4. If a swimmer misses a class due to illness, no make-up, credit, or refund will be offered.
5. When possible, Tide will send you an email if there is a cancellation of your class.
6. If a class is canceled due to weather with less than 15 minutes remaining, no make-up class will be offered.
7. A registration may be canceled for a refund of **all but the registration fee** if the cancellation is communicated in writing to the Swim School Director **at least 1 week prior to the start date of the session**.

### Parent & Child Responsibilities

1. Parents should encourage children to use the restroom before class.
2. Parents of children under the age of 13 must stay in or near the pool facility during the class, and must be on deck waiting for their child 5 minutes prior to the end of the class.
3. Parents of younger children should stay on deck to assist their child to the restroom if needed.
4. Tide Swimming strives to keep a safe, family-friendly atmosphere. If a child or parent is consistently disruptive or disrespectful, he/she will be removed from the program and a refund will be issued for the balance of the lessons.

### Preparation For The First Day Of Class

1. Children will need a swimsuit, towel, a good pair of goggles, and a kickboard. We recommend tinted goggles for outdoor pools.
2. Tide will provide swimmers with a Tide Swim School swim cap on the first day and swimmers should bring this to class each day. Additional caps are available for purchase at \$5.00 each.
3. If an instructor evaluates a swimmer on the first day and determines that he/she has not been properly placed, the instructor will recommend a more appropriate class that reflects the swimmer's ability level.
4. Instructors will be continually evaluating swimmers and may recommend another class at any time during the session if it is more appropriate for the swimmer's ability.