



## Policies and Procedures

*\*\*30 Day notice of Withdrawal Required to stop lessons. (See details below)\*\**

### **Perpetual Enrollment**

Perpetual enrollment means your lesson day/time is reserved for your child each week. This is your slot until you give us a 30 day drop notice. Makeup lessons will not be available. This is to retain quality of teaching in all of our lessons and maintain the schedule for current students.

### **Class Cancellations**

A cancellation that occurs due to circumstances beyond our control (extreme weather, unexpected pool closing, loss of power, etc.) **will not** result in a make-up lesson or credited monetary amount.

\*NOTE: According to the National Electric Code, no indoor area should close during outdoor thunderstorm activity. Doing this can actually cause more harm to people by sending them out into the storm or into the shower area where there is an increased chance of shock or electrocution.

### **Withdrawals**

We require a 30 day notice of all withdrawals. All withdrawals must be made through our mobile app (available for iOS and Android). This allows you to choose your own end date and gives us time to fill the spot. All withdrawals are final, as your spot will be advertised as available. If you change your mind, let us know as soon as possible. You will likely need to re-enroll.

### **Substitute Teachers**

We do our best to maintain consistency for your child, but substitutes are occasionally inevitable. Please know that every instructor is held to the same high standards and have the same training.

### **Parents**

Parents must stay on OWA property during their child's swim lesson if the student is under the age of 12. This is to ensure their safety in the event of an emergency, and is appreciated. We strongly encourage all parents to wait in the Parent Waiting Room. By remaining in the other room, observing, not only will your children be less distracted and more engaged in the lesson, research shows that they will progress faster.

## **Payment Policy**

### **Registration Fee**

A registration fee is collected annually on January 1st if you are a current student at that time. If you enroll during the year, the \$40 registration fee is prorated quarterly.

Registration fees are as follows:

\$40 for the first student (prorated quarterly)

\$10 for the second student

\$10 for the third student

\$60 maximum registration fee per family

### **Payments**

All payments will be collected at the time of enrollment and on the 1st of every month. Tuition will be collected from the credit/debit card you put on file with us at the time of online registration. Students will not be added to a class until tuition is collected. Tuition will be prorated only if a student enrolls in the middle of the month. Monthly fees are a flat rate, regardless of the number of weeks in a given month (usually 4, but occasionally 5). Our program is a perpetual training schedule.

### **Monthly fees:**

Group lessons, including Baby and Me classes: \$80.00

Semi-Private lessons: \$100.00/ per student

Private lessons: \$135.00

### **Additional Info:**

As a courtesy, emails will go out 2-3 days before payments are due as a reminder. You will also get an emailed receipt once the transaction is completed. Please let us know if you feel there has been a billing error.

\*\*We are closed for all major holidays, however, tuition stays the same. Within a year, there are months when you will receive 5 lessons instead of 4.\*\*

Once paid, tuition is non-refundable.

### **Non-Payment:**

Credit/debit cards that come up invalid will be given immediate notice by email and phone, and will be requested to update payment information. If no response is made within 48 hours, the student will be dropped from the schedule until payment is corrected. The student's class time will no longer be guaranteed. You will need to re-enroll. If payment has not been received by the 10th of the month (due to expired cards, insufficient funds, etc.), a \$10 late fee will be charged to your account.