

Swim Lesson
Policies & Procedures

*Please review and sign. This document will be kept on file by the instructor.
This document will remain effective for the duration of the time that instruction is offered.
If this document needs to be revised, the instructor will ask parents to review and sign
any changes. Please sign and leave the bottom portion on the clipboard.
The remainder of the document is for your files.*

West Hawaii Water Safety Instruction is a private entity, and offers swimming lessons according to guidelines set by the American Red Cross. Lessons not only focus on learning to swim, but on all aspects of the aquatic environment. Elements of Personal Safety, Rescue, Water Sports, and Personal Growth are incorporated into swim lessons. Some of the time in swim lessons is spent at the stairs covering some basic principles of physics and how our body moves in the water. All skills taught are to help the children swim and gain confidence.

Class Sizes

The minimum number to run a swim lesson is two participants. To avoid canceling a lesson, we may combine levels as appropriate according to age-group and skill level. Please note that each student progresses at their own rate.

The child will never be forced to do anything of which they may be fearful (eg. a flip turn, diving, going into the deep end). This would be detrimental to their water comfort, and possibly prevent progress. However, if the skill is scheduled to be taught and the child is not comfortable, the child may be asked to simply watch and not participate. There will be no extra time devoted to the child who fails to participate in an activity.

Payment

Registration will be taken by phone. A credit card will be asked for to hold the spot in the class. However, payment is due on the first day of the session in the form of cash or check. Please let the instructor know if a receipt is necessary.

Should the student fail to show up for the session after the spot has been held, the credit card on file will be charged the full price for the session.

We are not responsible for providing make-up classes that a student may miss.

Liability Release

Parents need to sign a liability release. The business carries a liability insurance policy for safety purposes. Although we have never had an accident or injury and are Red Cross certified in Swim Instruction, CPR, First Aid and Lifeguarding, this is still a necessity due to the nature of the business.

Class Schedule

The instructor needs to modify the schedule every session to accommodate siblings in consecutive classes and other activities in which clients participate.

Classes are 40 minutes long each and are scheduled consecutively. Please be on time, and ensure that the child is prepared with goggles and sunscreen before the scheduled class time. Classes are taught rain or shine. If there is lightning, the class will be rescheduled. Otherwise we are getting wet, so there is no need to cancel due to rain. Please do not expect a credit for a missed class if your child simply doesn't want to swim because it's raining. The rain is normally warm.

If there are any questions at all, please don't hesitate to contact me. I will keep you informed of progress, and things that could be done at home to practice.

Please do not interrupt a swim class to ask about any business matter. All business matters should be taken care of over the phone, and not during instruction time.

“Credit” for classes

If the instructor is given AT LEAST 24-hours notice that the child will miss the scheduled class due to illness only, a “credit” will be given for the class.

If there is a previously scheduled vacation of which the instructor is informed at the beginning of the session, there will be no charge for the missed class.

If there is a previously scheduled event of which the instructor is not informed, or if the child simply fails to show up with no advanced notice, please do not expect a credit.

Ample notice is not one hour before the class, when the instructor is already in the water for the day. Ample notice is not after the scheduled lesson time on Saturday.

If the instructor cancels class a credit will be given or the schedule will be adjusted to accommodate the 4 classes per session.

There will be no refunds.

Signing up for swim lessons is a commitment that both the instructor and client are making. Please be respectful of the time, class preparation work and overhead to be paid even in your absence.

Not all absences will be equal to a class credit. Only for previously scheduled vacations of which the instructor is notified or illness with 24 hours advanced notice.

Class credit is non-transferable (from one student to another).

Credits will NOT simply be “rolled over” to a private lesson.

The credit can be transferred over to a private lesson for an additional fee of \$15.

If there is room for a new student to join classes after the session has already begun, the class cost will be prorated to the appropriate start date.

Child Participation

A credit will not be offered if the child doesn't fully participate in the class.

The instructor is still saving a spot, keeping class sizes small, preparing for the class and paying all necessary overhead for child participation.

Cut along this line. The document above is for your records

Swim Lesson Policies & Procedures

I have read the policies and procedures statement above and understand that fees for swim sessions are non-refundable. I also understand that not all absences automatically equal a credit towards another class.

Parent name (printed)

date

Parent name (signed)

Child/Children name (printed)