

Smilefish Swim School

www.smilefishswimschool.com

720-530-SWIM (7946)

If your child is showing signs of being ill PLEASE keep them at home. An illness could easily be passed on to other students and it could be a significant blow to the program if our instructors get sick.

Registration – Our classes are on a month-to-month schedule. Students may register at any time. The following paperwork needs to be completed:

- Registration Form
- Tuition Agreement
- Liability Waiver & Release

Tuition – Tuition is charged the last week of the month for the following month. Tuition is charged for the number of classes offered in the month. Payments must be made via credit card, debit card or electronic debit. Once tuition has been paid there will be no refunds. When a student joins our program in the middle of a month, tuition will be charged for the remaining portion of that month. That student will then be added to the regular monthly billing process.

Discounts – There is a discount for additional children from the same family. There is also a discount if you choose to pay for 4 months in advance. Details of these discounts are available on the website or are available at the pool.

Withdrawing – With a minimum of a four (4) week notice a student may withdraw at anytime. If you would like to withdraw at the end of a month, a two (2) week notice will be sufficient. The withdrawal form is available at the pool and on our website. Please drop completed withdrawal forms in the pool drop box.

Band-aids – Please remove all band-aids before your child enters the pool. Even “Waterproof” band-aids will come off in the pool. We do not want used band-aids floating around in the pool. Besides being unsightly it is unsanitary. If your child has an injury that is bleeding they should not get into the water.

Inclement Weather – Please check the website for weather closures.

Refunds & Credits – Once tuition is paid there will be no refunds. If a class is cancelled due to inclement weather or a pool closure a credit will be placed on your account. This credit will be applied to your next tuition payment. If you have unusual or extenuating circumstances please contact us so we can discuss the situation.

Make-up Classes – Unfortunately our schedule does not leave room for make-ups.

Please be on time – If you arrive more than 10 minutes late for class, your child will not be allowed to join their class. Allowing students to join a class late disrupts the class and often requires the instructor to backtrack w/material that has already covered.

Class Progression – We will progress your child to the next level when we are sure they are ready for that step. We have no interest in keeping a child back. Every student progresses at a different rate. Please do not compare your child to other children in the water.

Bathrooms - The bathrooms are located in the hotel lobby. Exit the pool and walk down the hall to the lobby. You'll find the bathroom to the right as you enter the lobby.

Changing Area – We have changing screens in the pool area. Or you may use the bathrooms. Please respect the privacy of children using the changing screens. We recommend bringing your students to the pool already in their swimsuits (weather permitting).

Showers – We do not have showers at the hotel.

Food & Snacks – Try not to feed your child for about an hour before lessons. Even during the easiest day in lessons they could be swallowing air and/or water. If there's much food in their stomach, this could result in them throwing up. A light snack after they get out of the water is a great idea.

Please clean up after your child if they spill food or crumbs on the pool deck.

GLASS IS NEVER ALLOWED IN THE POOL AREA.

Parent Area – Unless requested by your instructor please stay at the far end of the pool during class. If your child is upset and crying please allow us work with them to see if we can get them involved in the class. If we need your help we will ask you to join us.

Smilefish Swim Store – The swim store is self-service. Simply select your items, complete the form (envelope), select your form of payment (place cash or check in the envelope) and drop it in the drop box.

Swimsuits – Students must wear an appropriate swimsuit. Because of the false sense of security they give, children's wetsuits are not allowed.

Goggles – All students are required to have goggles at each class. We may occasionally have loaners but you certainly cannot count on that. Goggles are available at the swim store.

Fins – We use small swim fins as an aid to teach some of the basic skills. We will supply fins to the children that need them. If you would like to purchase fins they are available at the swim store.

Swim Caps – All swimmers with hair that can get into their eyes or mouth when wet must wear a swim cap. Ponytails & barrettes are not adequate. Excess hair in the pool is also unsanitary. Swim caps are available at the swim store.

Swim Diapers – Even a small potty accident in the pool can shut us down. So if you have even the smallest doubt please don't take that chance. Disposable swim diapers (example "Lil Swimmers") do not fit snugly around the legs therefore are inadequate. Shorts or a swimsuit can be worn over the swim diaper. Non-disposable swim diapers are available at the swim store.

Towels – Please bring your own towels. The white hotels towels are for hotel guests and are not intended to be used by swim lesson participants.

PLEASE KEEP YOUR EYES ON THE POOL – There is nothing more important to us than the safety of our swimmers. Nothing prevents mishaps better than as many eyes on the pool as possible. It only takes a second for a little swimmer to slip underwater. If this occurs (and it does occur) please alert us in anyway possible. While this can be scary the vast majority of occurrences result in no physical harm to the child. If you as the parent can hide your momentary concern behind a smile there is a very good chance that your child will bounce back very quickly and the only consequence will be a lesson learned.

Smilefish Swim School reserves the right to change, modify or cancel your day, time, level or instructor at any time. When this occurs we will give you as much notice as possible.