



7C's Policy Sheet

Family ID Number

Scheduling & Payment Options: ALL lesson charges are to be Pre-Paid.

1. **Perpetual Enrollment:** will give you the same lesson day and time for as long as you want to keep it.

Pre-Payment options:

'**Monthly Direct Debit**' - processed on the 1st of each month for the calculated installment amount.

'**Pre-Pay Term**' - processed at the beginning of each term for the remaining predefined period.

2. **Flexible Enrollment:** will give you flexibility of lesson day and time whenever you want to schedule it.

Annual Membership Fee: \$35.00 1st child, \$35 2nd child, 3rd+ child no charge.

Refunds: All refunds will be issued in the form of a check on a monthly basis.

Returned checks: There is a \$25 charge for all returned checks.

Declined monthly installments: There is a \$5 fee for all declined monthly installments.

Overdue accounts: It is your responsibility to keep your payment information accurate and up to date. If your account defaults past 30 days, your account will be assessed a \$10 late fee.

Lesson Changes: You may at any time switch your lesson spot. If we do not have an available spot you will be placed on our waiting list. Waiting list requests are processed daily by date created. --Once a waitlist request has been submitted to the office and the lesson day and time has been confirmed, you are financially responsible for all future scheduled lessons until the lesson spot has been properly cancelled.

Withdrawals: A **14 day** withdrawal form submission is required to permanently remove your child from their lesson. In the case of a medical situation a doctor's note must be submitted for exception. If your account is not settled before your child's last lesson you will incur a \$25 cancellation fee per lesson spot.

Please confirm all cancellations and schedule changes with our office and not the instructors.

Scheduled Absence: (ABS): You will receive a make-up lesson if you cancel **PRIOR** to your classes cut off time. If your class time is **BEFORE** 2:00pm, your cut off time is 8:00am the day of your lesson. If your class time is **AFTER** 2:00pm, your cut off time is 10:00am the day of your lesson.

The make-up lesson can be scheduled anytime within 3 months from the date of the cancellation. We will accept cancellation calls, voicemails, web-form submission and or email notifications. On occasion 7C's Swim School will need to cancel a lesson, in which case your account will be credited the lesson cost for that lesson.

Unexcused Absences (UX): If you call, leave a message, or email **AFTER** your cut off deadline or for any reason do not show up for your lesson, it is considered an 'unexcused absence' and your account will not be given a makeup lesson. **SORRY NO EXCEPTIONS.**

Substitutions: Please be aware that regularly scheduled instructors may be absent on occasion. We will make every effort to provide a replacement instructor and notify you in advance.

Free Swim: ONLY enrolled swimmers may 'free swim' for up to 20 minutes before OR after their scheduled lesson time. 'Free Swim' must be supervised by an adult at all times. There will be no lifeguard on duty.

Family Swim: Only members and their guests may swim during scheduled 'Family Swim' times.

Showering: All swimmers must take a cleansing shower prior to entering the pool.

Diapers: All children under the age of **3 MUST** wear a plastic or rubber swim diaper with elastic edges. Regular diapers are not allowed and disposable swim diapers are not recommended.

Any parent of a child causing a pool closure or delay due to the lack of or un-recommended swim diaper will incur a \$100 closure fee and will be required to obtain the proper diapers before returning to lessons.

We consistently strive to operate the safest programs, equipment and facility. You are, however, responsible for your belongings as well as your own safety and the safety of any child who accompanies you to the facility.

I have read and understand all 7C's Swim School policies

Print Name: _____

Signature: _____

Date: _____