

Noonan Family Swim School, Inc.

Policies & Procedures

Tuition

Tuition is due on the 5th of each month. Payment received after the 7th will result in a \$10 late fee. Tuition for lessons is charged by monthly automatic debit from a bank account debit card or credit cards. Payment can be made with a check or cash; however a credit card will still be held on file to secure the spot. **If payment is not received before the 15th of the month, the credit card on file will be charged your monthly tuition, with an additional \$10 late fee.**

There is a \$20 fee for returned checks and a \$10 fee for declined credit cards, which will be applied to the monthly tuition payment when received.

Annual Insurance Fee

An annual \$30 non-refundable registration/insurance fee will be charged to your first swim lesson and each year thereafter.

Make-Up Policy

We are focused on providing the best swim lesson experience possible. When you enroll your child into a class, the class time is held exclusively for your child each week. You are paying for your child's spot in their class, not their attendance. The staff on your child's shift will get to know your child and will be able to address their progress in the most effective manner.

The consistency of attending this scheduled class is one of the keys to our program. However, we recognize that conflicts do arise from time to time. To address this, Noonan Family Swim School's make-up policy has been designed to find a fair and fluent system on the rare occasion when conflicts do arise. The policy is as follows:

- **Each student is allowed to make-up ONE absence per month.** For example, if they miss once in January, you can request a make-up lesson. If they miss twice in January, you cannot request two make-up lessons.
 - Make-ups can only be scheduled after the class has been missed.
- **Make-Ups must be completed within 30 days from the date of absence.** For example, if the student is absent on September 10, the make-up lesson must be completed before October 10.
 - **If a makeup is not completed within 30 days from the absence, it expires and cannot be scheduled.**
- **Make-Ups CANNOT be scheduled over the phone.** Make-Ups can be booked by submitting a request form online. NFSS will confirm the make-up time via email once the request is submitted.
 - Make-Ups can be booked at our Front Desk at our 4S Ranch, Carlsbad, and Murrieta facilities.
- **Make-Ups can be booked a maximum of 7 days in advance.**
- **We cannot schedule a make-up for a make-up. If a makeup class is missed, it is forfeited.**
- **Private & semi-private classes can only be made up in group classes.** (A credit cannot be issued for the difference.)
- Make-Ups cannot be transferred to other students.
- **A credit or refund CANNOT be issued for missed classes.**
- Make-Ups are based on space and time availability. **Teacher requests cannot be taken for make-up lessons.**
- If you are finding that you must miss your regularly scheduled class more than on rare occasions, we would be happy to find a new class at a more convenient time. Please inquire about options with our administrative team.
- ****Reminder: Make-ups are based on availability and ARE NOT GUARANTEED.** We do our best to find a makeup class for your child, but if you have very limited availability, this can be a big challenge.**

Cancellation Policy

If you wish to withdraw your child/children from swim lessons, you are required to provide Noonan Family Swim School, Inc. with **at least a 2-WEEK WRITTEN NOTICE**. Any remaining paid lessons after the 2-week notice will result in a credit applied to your Noonan account. **A refund WILL NOT be issued. No exceptions.**

For this reason, please **notify us before the 5th of the month** if you want to cancel during that month. For example, if you want your last swim lesson to be on October 15, notify us on October 1.

Swim Diapers

All children under the age of three (and any child who is not completely potty-trained) are required to wear a reusable swim diaper. The diaper must fit **SNUGGLY** around the legs and waist. The elastic should leave a slight mark. No disposable diapers.

Class Cancellations and Consolidations

If we must cancel classes for circumstances beyond our control, we will schedule a make-up for any missed classes. If a group has only one student, we reserve the right to consolidate that class.

Pictures and Videotaping:

Out of respect for our teachers and students, videotaping of classes is not allowed at any time. Still photography may be taken when permission is granted by your deck supervisor. Photos may only be taken of your child.

****Parent/Caretaker MUST be present during child's entire swim lesson****