



# POLICIES & PROCEDURES



## CLASS FROM START TO FINISH

Whether this is your first time attending lessons at SCSC or you are a returning family who just needs to brush up on how things run around here, we want to make sure your first class is smooth sailing!

- Arrive approximately 15 minutes prior to your child's lesson and stop at the office to receive a Welcome bag.
- Find your child's name and lane assignment on the printed Class Roster hanging on the bulletin board in the entry way. Check this weekly, because as new classes are added we may have to change the location of the class and it can be confusing if a child goes to the wrong lane.
- Give your child a numbered chip corresponding with the lane number. This designates the area, **not necessarily the level**, in which he or she will be swimming. Have your child take the chip out on deck when his or her lesson time is called. Have your child wear the red bracelet found in the Welcome bag to the **FIRST LESSON ONLY**.
- Please have your child use the restroom prior to class.
- Make sure that your child's swim cap is on and goggles are adjusted before they go in for their lesson. The instructor may send a child back out to the viewing area to have parents adjust goggles or put on a swim cap, in order to not waste valuable class time.
- The Deck Supervisor or assistant will call students out from the Dry Door when it is time for their class.
- Have a seat and watch your child enjoy their lesson.
- After class, please meet your child at the Wet Door with a towel.

## REGISTRATION & TUITION

Tuition is due at the time of registration; thereafter, on the 15th of the month prior to the month of lessons (i.e. tuition is charged on January 15<sup>th</sup> for the month of February). Automatic monthly withdrawal through a checking account (ACH) is the primary payment method. Management must approve any other method of payment. If the bank declines an automatic withdrawal and tuition is not collected by the 1st of the month, there will be a \$10.00 late fee.

We require that all students commit to a **minimum of eight (8) consecutive lessons**. Our program is designed to be progressive and it is most beneficial when a student remains enrolled consecutively until they are swimming proficiently.

## CHANGING LESSON DAY OR TIME

If you currently have a student enrolled in a class and would like to change the day or time that they swim, you may view call our office and we will gladly help you switch classes. **At this time we cannot do transfers online.**

## CANCELLATIONS & REFUNDS

When you wish to withdraw from our program, you must notify us by filling out a Written Cancellation Form, which is available in the office. We cannot accept cancellations over the phone. This form must be turned in to the office by the **10th of the month prior** (i.e. Written Cancellation Form is due by December 10th if you wish to withdraw for January). Failure to cancel lessons by the 10th of the month prior will result in an automatic withdrawal on the 15th of the month for the following month's tuition. Refunds will not be issued for lessons that were not cancelled using the proper cancellation procedures. SCSC cannot give refunds for missed classes. In the event of a medical emergency or move out of the area, SCSC will review each situation on an individual basis.

## MAKE-UPS

In an effort to maintain consistency for students, we do offer make-ups within regular classes when available, as well as special make-ups on Saturdays when SCSC has a facility closure (see website for specific Saturday make-up dates).

- To qualify for a make-up lesson, **you must notify us prior to the absence**, even if it is only shortly before class. There are a few ways that you can notify us of a swimmer's absence.
  - The Student Absence Notification form can be filled out and submitted online
  - Call the office and speak with one of our staff to report the absence
  - Notify us when you come in for a lesson prior to the date of absence.
- Students are allowed one make-up per month and must be completed within 30 days of the missed class.
- Missed make-up classes will not be rescheduled unless cancelled 24 hours' prior to the class.

- Make sure you have scheduled your child in a class that fits your schedule. Please understand that the instructor is there to teach your child, even if you do not come to the make-up class.
- We do our best to schedule make-ups at times which are convenient for our clients, but there are certain times of the year when we may be scheduling large numbers of make-ups and therefore we may not be able to meet every need.
- We do not offer make-up lessons for Water Babies students or during evaluation weeks.

## **COMMUNICATION POLICIES**

SCSC often uses email to communicate with customers. Please make sure that your email and phone numbers are correct. We also use texting to notify customers of information, including weather cancellations and traffic accidents. The SCSC app is also used to communicate (available for iPhone and Android devices).

## **SAFETY POLICY**

Stony Creek Swim Center is NOT a drop off program. Our insurance insists that a caregiver remain in the facility at all times. We are NOT equipped to provide before or after class supervision. For the safety of your child, parents are required to stay in the facility during all classes.

## **HEALTH POLICIES & CONCERNS**

**Swim Diapers:** It is mandatory that all children under the age of 3 years old and any child who is not 100% potty trained wear a reusable iPlay swim diaper. These can be purchased in our office. Disposable swim diapers may be worn under iPlay reusable diapers, but not alone. Regular disposable diapers are NOT permitted in the pool. In the event that a child has a fecal accident in the pool and is not wearing the required swim diaper, there will be a \$250 fine.

**Swim Caps:** Swimmers age 3 and older with hair longer than 3 inches are required to wear a swim cap.

**Eating:** We request that students refrain from eating large amounts of food within 2 hours of their swimming lesson. The movement in the water can often upset children's stomachs and vomiting in the pool forces us to cancel lessons. Please only give children a small snack before their class.

**Illness & Injury:** If your child has a fever, diarrhea, or a contagious illness, please stay at home until the illness has subsided. Individuals with open wounds are not allowed in the pool. Please remove band-aids before entering the pool. Please remember to report your child absent if they are ill.

## **CLASS SIZE**

Classes are limited to four students in our small group classes (Angelfish, Puffer Fish, Clown Fish, Turtles, Whales, Dolphins, & Crabs). Our infant/toddler classes and stroke classes can have up to eight students per class (except Little Swimmers 3 which is limited to 4 students per instructor).

In the event that a class only has one or two children enrolled, SCSC reserves the right to combine classes or cancel the class and move the students to a different class.

## **INSTRUCTOR INFORMATION**

There is not always time to speak with instructors before or after class, so if you're interested in communicating with your child's instructor, please stop by the office and we will get a message to them.

All instructor requests will be considered, but may not always be honored due to scheduling constraints and class availability. When an instructor is absent, a substitute will be provided. Please be open-minded about new instructors/substitutes, so that your child will be as well. All teachers are trained in the same curriculum; therefore, swimming with a different instructor will not hinder your child's progress.

## **STUDENT EVALUATIONS & PROMOTIONS**

All classes are evaluated every 2-3 months. We will send an email to notify parents of upcoming evaluation. Students who are absent during the evaluation week are not guaranteed to receive an evaluation. Report cards are handed out the week after evaluations and **it is the responsibility of the parent to find a new class if the child is being promoted.**

An evaluation request can be made at any time and is not limited to formal evaluation weeks. Instructors continually evaluate their students and will promote a student as soon as they can complete all the required skills for their level.

## **FACILITY CLOSURES**

Monthly fees are based on an average of four (4) lessons per month. Some months will have five lessons and others will have three. The monthly tuition fee remains constant and averages out over a one-year period. Make-ups are offered when a student will receive less than four (4) lessons in a month and can be scheduled in the office. If a closure falls on a month when the student would have five (5) classes, a make-up will not be given, as the student will still receive the guaranteed four (4) lessons. Staying enrolled year-round ensures that you receive the maximum number of lessons.

SCSC is closed on the following major holidays, as well as 1-2 maintenance weeks per year. Please visit our website for specific dates.

- One week for Spring Break
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- 4-8 days in July or August for maintenance
- Thanksgiving (Wednesday-Saturday)
- 10-12 days at Christmas (changes each year)

## **WEATHER POLICIES**

We do our best to make weather-related decisions in a timely manner, however it is not always possible. Therefore we recommend all families check email (look in SPAM folders), Facebook, our website, and local news channels if the weather is questionable. We will use all of those communication methods to relay closing information. In order to provide the best service possible, we ask that all customers refrain from scheduling make-ups due to weather cancellations until you have received an email from us. This allows us to set up additional make-up days if necessary and prevents a backlog in the office. Our weather policy is as follows,

- If Noblesville Schools close in the morning before school starts DUE TO ROAD CONDITIONS, we will cancel lessons normally held from 9:00am to 3:00pm. We will re-evaluate and make a decision regarding afternoon & evening classes by 2:00pm.
- If Noblesville Schools release and close early during a school day DUE TO ROAD CONDITIONS, we will cancel all classes normally held from 3:00pm to 8:00pm (we will close earlier if needed).
- If Noblesville Schools close due to cold temperatures, SCSC management will assess the weather and make an independent decision regarding cancelling lessons.
- If Noblesville Schools have a 2-hour delay, we will continue classes as normal.

Students are permitted one make-up per month, so you can choose to use that option if we are holding classes and you do not want attend. However, if SCSC cancels classes, all students will receive a make-up and it will not count as your one make-up per month. If 40% or more of our students call in absent due to weather, we may decide to cancel classes.

## **PARENT ADVISORY**

**Relax and watch.** When confronted with fearful situations, children tend to collapse emotionally in the presence of their parents. As difficult as it is to accept, in stressful situations, children generally fare better when parents are not available as a crutch. We are experienced in calming distressed children and you can confidently leave your child in our hands and exit to our glassed viewing area. You may need to move entirely out of the line of sight, as even eye contact can trigger an emotional collapse. If you have concerns or information you wish to share with the instructor, please see the office for an Instructor/Parent Communication Form and our office staff will make sure the instructor receives the information.

**Being on the pool deck.** With our limited deck space, we ask that you watch your child from the comfort of the air-conditioned waiting room. While you are welcome to escort your child on deck for the first lesson, please give him or her a quick hug and kiss and let them know you'll be watching. If your child's instructor needs you on deck they will let you know! The only exception to this are our infant/toddler classes (Water Babies, Little Swimmers 1, 2, & 3) and Angelfish (parents are required to be prepared to get in the water for the first few lessons, but may not need to get in).

**Avoiding competition.** In our competitive modern-day culture, the impulse to push a child is powerful. Please resist the urge to "fast-track" your child's progress. Do not get caught up in which level your child is in. With only four students per class, we can easily accommodate small differences. Please refrain from comparing your child's skills to those of other students. Each child learns differently and at his or her own pace, so comparing students is not a very effective way of measuring progress. If we feel that your child is not progressing adequately, we will make arrangements to provide the instruction needed to succeed! Please feel free to contact us with questions or concerns.