



SPLASH SESSIONS POLICIES & PROCEDURES



CLASS FROM START TO FINISH

Whether this is your first time attending summer 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 first lesson (5 minutes early after the first class). Please park and enter the gate on the north side of the pool.
- Find your child's name on the attendance roster and check their instructor's name.
- 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 to have parents adjust goggles or put on a swim cap, to not waste valuable class time. We will have goggles and caps available for purchase.
- An instructor or staff member will call students when it is time for their class.
- Have a seat and watch your child enjoy their lesson.

REGISTRATION & TUITION

Tuition is due at the time of registration. We require that all students commit to a minimum of eight (8) consecutive lessons and SPLASH lessons are designed to fulfill the lesson minimum. If you have enrolled and find that you need to change the session or time, please call our office to do so.

CANCELLATIONS & REFUNDS

- To receive a full refund (less the \$50 non-refundable deposit), we must receive written notification (email is accepted if submitted via the online withdrawal form) no less than seven days prior to the start of the session (i.e. to cancel, we would need to be notified no later than the Monday before the session starts).
- Cancellations received less than seven days before the start of a session will receive a 50% refund ONLY if the vacant spot is filled prior to the start of the session.
- Once a session has begun we cannot give refunds for cancelled lessons. If you wish to cancel prior to the beginning of the session, please contact us or complete the online withdrawal form. Failure to cancel prior to the session start date will result in a forfeit of all tuition costs.
- All refunds are subject to management approval and can take up to thirty (30) days to process.

MAKE-UPS

Make-ups for SPLASH lessons are different than make-ups for our year-round lessons. Please read the guidelines below for more information.

- To qualify for a make-up lesson, you must notify us at least 2 hours prior to the absence. 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 on our website.
 - Complete the Student Absence Notification through [our app](#).
 - Call the Noblesville office at (317) 773-7399, press 1, and leave a message to report the absence.
 - Notify us when you come in for a lesson prior to the date of absence.
- Students are allowed two make-ups per session. If the student will miss more than two classes, we recommend finding a different class that better suits your schedule. Make-ups can also be done at our Noblesville location.
- Make-ups must be scheduled within two weeks of the missed 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.

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. Please make sure phone numbers and email addresses are accurate. We strongly suggest NOT opting out of SCSC texts, as there are times when it is our fastest way to notify SPLASH families of a cancellation. The SCSC app is also used to communicate and is 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. Please do not wait in your vehicle while your child is swimming.

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 at any of our locations. 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 student has a fecal accident 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 (Puffer Fish, Clown Fish, Turtles, Whales, Dolphins, & Crabs). Due to safety issues and a young average age, we limit Angelfish to two students per instructor during outdoor lessons.

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

WEATHER POLICIES FOR OUTDOOR LOCATIONS

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, and our website. We will use all of those communication methods to relay closing information. We also have a Weather Hotline that provides up-to-date information. The Weather Hotline phone number will be sent out prior to the start of lessons.

- If the outside air temperature is below 68 degrees 30 minutes before lessons start, we will cancel lessons and schedule make-ups.
- If the outside air temperature drops below 68 degrees during lessons, we will continue with a normal schedule as long as possible. However, we may cancel Angelfish classes.
- In the event of severe weather (lightning and storms), the pool will be cleared for 20 minutes from the last sighting of lightning. If severe weather continues for more than an hour, we may cancel classes and schedule make-ups.
- We will swim in rain as long as the air temperature is at least 68 degrees.
- All students will be given a make-up if they do not get to swim due to weather.
- SCSC reserves the right to cancel lessons if we feel it is in the best interest of our swimmers.

STUDENT EVALUATIONS & PROMOTIONS

All classes are evaluated at the end of the session. Students will receive a report card and ribbon on the last day of class. If a student is being promoted and they are enrolled for another session, it is the responsibility of the parent to contact our office to find a new class. If your child is not enrolled in another session, please hold onto the report card for future enrollments at SCSC! We will refer to the report card to decide where to place your child next time they swim with us.

INSTRUCTOR INFORMATION

All instructor requests will be considered, but may not always be honored due to scheduling constraints and class availability. Instructors are typically not assigned until the week before a session begins.

Because swimming is not only fun...it's a necessity!