



# 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.

## TUITION & PAYMENTS

SCSC requires all families to enroll in automatic billing, either using a bank account or credit card. Automatic monthly withdrawal through a checking account (ACH) is the primary payment method. Monthly credit card payments are allowed, but that must be set up through our office. Enrollment in our ACH program (automatic debiting through a bank account) is required to register online. When enrolling online or through the customer portal, you are required to enter your banking account information for automatic withdrawal. The name of the bank, routing number, account number, and name on the account are required (a check number is NOT required). Please bring a voided check to your first lesson and we will also have you sign a direct debit authorization form. Tuition is charged monthly until SCSC is notified of intent to withdrawal (see below). Tuition fees are subject to change.

### **Initial Payment**

The initial tuition fee will be charged within 7 business days of registration. The first charge will include the pro-rated amount for the current month based on the student's start date plus the full amount for the upcoming month, therefore it will be a larger amount than normal. After the initial charge, tuition will be charged on the 15th of the month prior.

### **Monthly Payments**

Stony Creek Swim Center will automatically withdraw tuition from your checking or savings account or charge the credit card on file on the 15th of the month prior for the following month's tuition (i.e. automatic charge taken out on December 15th for the month of January). 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.

## WITHDRAWALS & CANCELLATIONS

When you wish to withdraw from our program, you must notify us by filling out a Registration Withdrawal Form, which is available in our office and on our website under the "Contact Us" tab. This form must be turned in to the office by the 10th of the month prior (i.e. Registration Withdrawal Form is due by December 10th if you wish to withdraw for January). We can only accept cancellations that are submitted in writing to our office. We cannot accept cancellations over the phone. Failure to cancel lessons by the 10th of the month prior will result in an automatic withdrawal from the bank account or credit card on file on the 15th of the month for the following month's tuition.

Our cancellation policy is not only so that further charges are not put on your account, but also as a courtesy to other clients who may be interested in the class your child is enrolled in. If a student withdraws after the 10th of the month but before the 1st of the next month, a credit may be issued to the family account. Credits may be used by any family member and can be applied to lessons, merchandise, or birthday parties. Credits are valid for one year from the date they are issued. All credits are subject to management approval.

## **LESSON MINIMUM**

We require that students complete a minimum of eight consecutive lessons in our program. Our curriculum is designed in a progressive manner. For students to receive the greatest benefits from our program, we feel that they need to remain in lessons consistently until they are proficient swimmers. If a student only takes one month of lessons, that is equal to just two hours of instruction. A lifesaving skill, such as swimming, typically takes longer to master and we want to be confident that every swimmer who exits our program is water safe.

## **CLASS TRANSFERS**

If you need to change the day or time that they swim, you may view class availability online through the Parent Portal. When you find a class that fits your schedule, please call our office and we will gladly help you switch classes. At this time, we cannot do transfers online. Registering for another class online will result in a second charge. Class transfer requests can be made online.

## **ABSENCES & MAKE-UPS**

Absences MUST be reported prior to the missed class. Make-ups are available in regular classes with availability and periodically special make-up classes are offered on select Saturday's and Sunday's.

### **Reporting Absences**

To qualify for a make-up lesson, **you must notify us prior to the absence**, even if it is shortly before class. There are a few ways that you can notify us of a swimmer's absence.

- Fill out the Student Absence Notification form online on our website or via the SCSC app.
- Call the office, dial extension 1, & leave a Student Absence Notification.
- Notify us when you come in for a lesson prior to the date of absence.

### **Request Make-ups**

Students are allowed one make-up per month which must be completed within 30 days of the missed class. Missed make-up classes will not be rescheduled unless we receive 24 hours' notice. We do our best to schedule make-ups based on customer request, 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. To accommodate make-ups, we may put your child in the level below or above their current level. All our instructors can teach split-levels, therefore leveling up or down will not affect the quality of the lesson. We do not offer make-up lessons for Water Babies.

There are a few ways that you can request a make-up for your child:

- Fill out the Make-up Request Form on our website or the SCSC app.
- Call the office and speak with one of our office staff to schedule a make-up.

## **STUDENT EVALUATIONS & PROMOTIONS**

Evaluations are done continuously on a rotating schedule. Each week we evaluate two levels; one big pool and one small pool. This means that all levels are evaluated every six weeks. The levels are paired up as follows:

- Seals & Turtles
- Little Swimmers 3 & Whales
- Angelfish & Dolphins
- Puffer Fish & Angler Fish
- Clown Fish & Sting Rays
- Little Swimmers 2, Crabs, & Sharks

Students are evaluated on the skills taught in their current level. Deck Supervisors notify parent's if their child is being promoted the week after they are evaluated. If the student is promoted, it is the parent's responsibility to see the office and find a new class. Please stop by the office to fill out an evaluation request.

### **Evaluation Guidelines**

- Absent students are not guaranteed an evaluation. Please see the SCSC calendar online for evaluation dates.
- Please arrive on time for your child's lesson, so the instructor has a full 30 minutes to evaluate.
- We do not evaluate Water Babies or Little Swimmers 1, since they are age-specific levels. Students in these levels will receive a certificate of completion when they reach the appropriate age to be promoted.
- Evaluation results are not available until the following week. Skill updates can be viewed in the Parent Portal.

Please feel free to contact us if you have any questions or concerns regarding your child's evaluation. The Deck Supervisors are more than happy to answer questions or discuss any issues!

## **COMMUNICATION**

SCSC often uses email to communicate with customers, including information about teacher and class changes. Please make sure that your email and phone numbers are correct. We also use texting to notify customers of immediate information, including weather cancellations and traffic accidents. All contacts are automatically opted into our text service. We do not send texts very often and we HIGHLY recommend NOT opting out of the text service. In the event of weather cancellations or other emergencies, text messaging is often our fastest form of communication.

## **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.

## **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 closes for all major holidays, as well as spring break and 1-2 weeks per year for maintenance. Please visit our website for specific dates.

## **PHOTO RELEASE**

SCSC periodically takes photos and videos of classes for training, promotions, & social media outlets. Student's personal information (i.e. last name, age, etc.) will never be used. If you do not want the student's photo taken or used, you must fill out a Photo Media Refusal Form (available in the office). This form MUST be signed by a guardian and returned to the office. This form does NOT prevent other clients from taking pictures. By agreeing to this policy you agree that SCSC can take and use images of the student unless a Photo Media Form is submitted.

## **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. We ask that children be fever-free for 24 hours before swimming. Individuals with open wounds are not allowed in the pool. Please remove band-aids before entering the pool.

## **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). If 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. 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.

## **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. **SCSC WILL NOT NOTIFY INDIVIDUAL FAMILIES WHO HAVE OPTED OUT OF EMAIL OR TEXT.** Therefore, please make sure that you are signed up to receive all communication. You can log into the Customer Portal to make sure we have the correct information and that you are opted in to receive communication. 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 OR WEATHER ADVISORIES**, 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 OR WEATHER ADVISORIES**, 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.

## **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.

***Because swimming isn't just fun...it's a necessity!***