



The Club at Killlearn Lakes

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Policy and Procedures for Swim Lessons

-Although we encourage parents/guardians to be active and knowledgeable about their swimmer's learning experience, parents/guardians are not allowed to be on the deck during lessons so the instructors can have the participant's full attention.

-Parents/responsible party must remain on site for each lesson (no matter the age of the participant) to escort children safely to and from the restroom when needed, or to be available in cases of emergencies, inclement weather, or questions.

-Each child should bring his/her own towel to class.

-Before entering the pool area, please have your child/children do the following things:

Remove food, gum or candy from mouth

Remove all adhesive bandages

Use the restroom

-After each lesson, please be available for the instructor to give updates and feedback on your swimmer's progress.

PAYMENT AND LESSON CONFIRMATION

-Lessons are scheduled using the Swim Lesson Application on our website.

-Lessons are NOT SECURED until full payment is received. Payment must be made in full by the TUESDAY prior to lessons' start date.

-Lessons not paid on time will be released to the public and the families will be notified.

-Failure to begin/complete lessons without rescheduling in a reasonable timeline will result in cancellation fees of no less than half of the prorated monies (timeline to be determined on a case-by-case basis).

-NO CALL/NO SHOW lessons will be contacted by our staff and may be rescheduled with a rescheduling fee of \$40/swimmer).

INCLEMENT WEATHER

-When lightning is within 5-6 miles (flash to bang 30-35), we will evacuate to safe areas. The pool will be cleared of all participants for thunder and lightning within said range and will remain clear for 30 minutes after each additional occurrence.

-On days where inclement weather is occurring, the decision to cancel a time slot of lessons will be made up to 30 minutes before that lesson is scheduled to begin. Any canceled lessons will result in a make-up day*

-If swim lessons are taking place in the water and inclement weather occurs, there must be 20+ minutes left of the lesson for it to be moved to a makeup day*

***MAKE-UP DAYS**

-Make-up days will be determined by The Club and will typically fall within one week following your originally scheduled lessons.

-If participants choose to not participate in the make-up day, the lesson will not be rescheduled or refunded.