

SWIMBABE Private Lesson Policies 2017

Private lessons must adhere to all SWIMBABES regular lesson and program policies as outlined in SWIMBABES Policies and Procedures Form.

No refunds can be offered on private lessons once scheduled. Cancellation with credit or rescheduling is allowed if canceled with ample notice (see below)

Private lessons may be rescheduled with ample notice. Privates not canceled with ample notice will be charged in full and no rescheduling will be allowed.

Cancellation Notice times:

Morning privates : 8am-9am: cancellation by 5pm the eve before night prior via phone **and email.**

Afternoon privates : 12pm-2pm: cancellation by 9am the day of morning of via phone.

2-4pm: cancellation by 12pm the day of lesson via phone.

Eve privates: 7pm-8:30pm; cancellation by 5pm night of via phone.

Private lessons are an additional lesson program offering and are offered **only** when additional water time is available at SWIMBABES. Private lessons may not always be available in busy months of the SWIMBABES season or due to a Teacher's personal Schedule.

Privates are always scheduled before or after group lessons in the SWIMBABES program. Group lessons take precedence over private lessons in the SWIMBABES program. If SWIMBABES needs water time for a group lesson, a private lesson may get rescheduled at a different time or day or canceled. If the private is canceled by SWIMBABES a new time will be offered. If the time does not work for the parent's schedule a refund or credit will be offered.

Private lessons may be scheduled 1-4 lessons in advance only or a beginning set of 6 privates. We do not offer an ongoing month to month private schedule as private availability can change quickly.

Private lessons are all scheduled through the Director. If you schedule through an office assistant, they will contact the Director for confirmation. All final scheduling is done with Director.

Payment is due at time of scheduling. Private lessons will not be scheduled or confirmed with the teacher until payment is received. Private lessons will be canceled if not paid at least 48 hours in advance of scheduled lesson.

SWIMBABES reserves the right to cancel, alter or change any private lesson time, day or instructor at any time. If a change is made by SWIMBABES the parent will be notified and may opt to take a refund for the scheduled lesson.

10 min Play time is allowed in a private lesson. If the lesson is at the end of the AM or PM session, play time begins 10 min prior to the private. If the private is at the beginning of an AM or PM session, play time takes place after the private.

If you are late, make sure to call the pool to let us know you are coming. The instructor will give remaining lesson time from the time of your late arrival. If you do not call and you are not there at your private time, the instructor will wait 5 minutes before leaving the pool. No refund for the private if you are more than 5 minutes late and have not notified us of your late arrival; and the instructor has had to leave the pool.

I understand and agree to all above policies.

Parent Signature: _____ Date: _____