



**SWIMBABES™ POLICIES AND PROCEDURES**

Our goal is to provide the safest aquatic environment for you and your family. Your assistance in the following policies is appreciated. We reserve the right to modify these policies at any time.

Due to child protection reasons, no photos or video recordings during any classes are allowed by patrons or their guests. On special occasion we will allow group photos only at the discretion of the administration and with prior permission of the entire group. A keepsake photo will be taken by SWIMBABES™ on your first day of class of you and your child and will be printed for you to take home.

I agree to follow all policies regarding camera use including no photography or videotaping with video camera, cell phone or any other camera device may be done of SWIMBABES™ classes or produced events. Recording devices of any kind are prohibited to be used for video recording or photography purposes on deck at any time without express permission from SWIMBABES™ administration and all video recordings and photographs are strictly prohibited at all times in bathrooms or in dressing rooms. \_\_\_\_\_ initial

Photographs and videos taken by SWIMBABES in our facility are proprietary and may be used for promotional purposes including use on social media.

I prefer photos or videos of my child **not** be used for promotional purposes. \_\_\_\_\_(optional)

I understand that these are school wide child protection policies and extend to family members or friends visiting classes. It is my responsibility to let visitors know any policies that may affect their visit prior to their visit.

**By initiating below I agree I have read and will abide by all of SWIMBABES™ policies and procedures as listed.**

**I enroll \_\_\_\_\_ for classes at SWIMBABES™ beginning the month of \_\_\_\_\_ in the year of \_\_\_\_\_**

**SWIMBABES™ training program, photographed, video-graphed, and written materials are FEDERALLY PROTECTED BY TRADEMARK AND COPYRIGHT.**

**Parent or Legal Guardian Signature Required**

\_\_\_\_\_  
Date

### **Make-Up Policy**

Consistent attendance is very important to success in learning to swim. SWIMBABES™ does not offer refunds or make up classes for any classes that a child misses due to illness, vacation, etc. Your tuition is paying for a class space on specific day and time. If your child is ill on lesson day, please call the office so that the teacher may plan class accordingly. While we cannot promise an alternate class day if all classes are full, occasionally we can find a space on an alternate day. [REDACTED] **initial**

### **Refund Policy**

SWIMBABES™ does not offer refunds on any classes missed by a student and does not offer refunds for classes if a student drops mid session or mid payment term. [REDACTED] **initial**

### **SWIMBABES™ refund policies as below:**

#### **Dropping a Class/Beginning Courses**

##### **(SynchroBabies, Basic Water Awareness, Beginning Survival Sessions):**

Drops with full refund are allowed within the same day of signing up.

Drops with full refund are allowed for Beginning Courses 4 weeks or more prior to the start date of the course.

Drops 2-4 weeks prior to start date of the course or session may be credited to your SWIMBABES™ account less a \$50.00 or \$25.00 non refundable class hold fee. No refunds of any sort will be offered. Drops with less than 14 days prior to the start date of the course or session cannot be refunded or credited.

**No refunds or credits will be given if you drop your child during a Beginning Survival Course, Basic Water Safety Session or SynchroBabies Session for any reason.**

Payment in person, by phone, or online of a beginning course is agreement to abide by the above policies. [REDACTED] **initial**

#### **Reporting an Absence**

If going to be absent, we appreciate advance notice as soon as you know your swimmer will miss class. This helps teachers plan for classes.

Please call and leave a message or email us at [swimbabesportland@gmail.com](mailto:swimbabesportland@gmail.com)

#### **Swim Diapers**

We take the sanitization of our water very seriously for the health of all of our patrons. All children under the age of 3.5 (and any child who is not completely potty-trained day and night) are required to wear our reusable swim diaper system. Both diapers must fit SNUGGLY around the legs and waist. The elastic should leave a slight mark. No disposable diapers or disposable swim diapers. **The only accepted brands:** 1. Under Diaper: IPLAY ultimate snap swim diaper. 2. Over Cover: Kushies Swim Diaper or Splash About Swim Diaper. **Please note that you will need to purchase new diapers as your child grows.**

Failure to diaper your child according to SWIMBABES™ requirements could result in being asked to leave the pool. No refund of the lesson will be given if you are required to leave the pool for improper diapering. No disposable swim diapers or diapers are allowed in the pool and we ask that you do not leave any soiled diapers in our trash cans. Please take your used disposable diapers home with you. Plastic bags are available at the front desk. If your child has a fecal accident in the pool and is found to be improperly diapered, you could be held responsible and charged for the loss of revenue starting at a minimum of \$250.00 due to closing of classes. [REDACTED] **initial.**

#### **Deck and Safety Training: Part of Lesson Training**

Please read our Deck and Safety hand out explaining why we have focused training on pool side safety behaviors. Deck Safety Training is part of the SWIMBABES™ lesson program and a part of each lesson for all classes and levels. We ask that all students be on deck and in their assigned waiting area a minimum of 5 min prior to class start. If you arrive late to class, your teacher will still ask your child to practice their wait time before entering the pool. Being consistently late to class disrupts the flow of the class so we ask that you plan arrival accordingly. It is best to arrive early in order not to miss out on any lesson time. Students should proceed to their assigned waiting area and sit to be called in by the instructor. Please note that the instructor is the only one who calls students in. Parents must wait for the instructor permission to enter the pool. All babies and children who are able to sit up on their own should practice waiting in the red chairs or on the mat in the shallow end and not in parents laps. Advanced swimmers will wait in the "bull pen" area for their teacher. [redacted] **initial**

### **Play Time**

Our students love our play time after class and we love to give it to them! However, please note the 5-7 min play time allotted after classes. Longer play times create more disruption for classes in progress, and we thank you for keeping to these time allotments. Play time for the last class of the day will start 5 minutes before class so that our teachers may go home directly after the last class of the day. Please make sure your child is on deck 10 min prior to class start for wait and play time if they participate in a last class of the day.

[redacted] **Initial**

### **Please Clean Up After Your Own Child**

All children can have unexpected messes. Its part of being a little person. We do ask that you clean up after your child if they have any sort of bodily fluid accident on deck, dressing rooms or bathrooms. Cleaning supplies may be found in both dressing rooms and both restrooms as well as the front office. Please notify the office staff after you have cleaned up in order that they may make sure the area is sanitized. [redacted] **initial**

### **Parent Responsibility of Children**

The safety of our children out the pool is very important to us. We ask that parents or caregivers be responsible for the supervision and safety of all children whom they bring to the pool. We request you are respectful of our office staff's duties and do not ask them to watch or babysit your children. No rough housing, running, or loud yelling will be allowed in or around the training center. **Absolutely no children may be left unattended by their parent or caretaker in the lobby or outside the pool building.** Only children enrolled in classes and who have lessons on that day are allowed in the pool. If you bring other children to the pool, please bring an activity for them to do while they are sitting down next to you or in a chair next to the pool where you can observe them from the pool. Please do not allow your children to be disruptive to a class in session.

**\*\*Parent/Caretaker MUST be present during child's entire swim lesson\*** [redacted] **initial**

### **Illness:**

*To keep our population of swimmers as healthy as possible, please follow the guidelines below:*

**Fever:** Please do not bring your child to class until they are fever free for 24 hours with no medications.

**Colds:** Please keep children home who have green runny noses, hacking coughs or chest colds. They will not do well in class when they are feeling this way. Runny noses due to teething is normal and children may attend class.

**Vomiting:** Please keep children home if they have vomited from illness in the last 24 hours.

**Rash:** Please do not bring you child to class with any sort of rash other than mild diaper rash.

**Ear Infection:** Please keep children home until they have been on antibiotics for 24 hours and until your doctor clears them to swim again.

**Diarrhea: Due to illnesses than can pass through water, no child or adult may swim in our pool until they have been diarrhea free for 14 days.** [redacted] **initial**

### **Cell Phones and tablets**

In an effort to keep our training area child focused only, Cell phones are not permitted in use on deck by patrons or their guests. Patrons are responsible for making their guests aware of this policy. If you need to use your cell phone to call, text or surf the web, please step into the lobby. Teachers or staff may request you to step into the lobby if they notice cell phone or tablet usage on deck. Tablet usage as entertainment by sibilings waiting on deck is permitted. [REDACTED] **initial**

### **Parking**

Our small private facility is grandfathered into the neighborhood offers limited parking. Due to our small space, we ask that you have only **one car** per family in the parking lot. Extra family vehicles and visitors are asked to park on the street south of the pool at the church parking lot.

The church has given us permission to use this lot for our overflow parking. We ask that the first class of the day begin parking in our lot from left to right in the lot in order that we may get as many cars in the lot as will fit. Our lot was made for 8 mid size vehicles. All extra large vehicles (suburbans, SUVs, F250s) are asked to park in the church lot south of the pool entrance.

**As per fire department requirements, PLEASE:**

**Do not park with back end or your car facing the building,**

**Do not block other cars while waiting to park,**

**Do not park along side of home in lot or in the bump out space, or in the stroller area.**

**Do not double-park.**

*Any car found to be parked in a parked improperly will be asked to be moved immediately even if the client has already entered the pool. Though we hate to do so, we must abide by the fire code*

[REDACTED] **initial**

### **Class Cancellation**

Occasionally, we must cancel classes for circumstances beyond our control:

1. If 2 or fewer hours of the day are canceled, your class will be offered a gift class to schedule at your convenience on an alternate day where space available. The gift classes will not expire.

2. If more than 2 hours of the day are canceled, we will schedule a make up day for the entire group. If you cannot join the make up day, you may opt to get gift class to schedule at your convenience.

We reserve the right to cancel any class that falls to 3 or fewer students. If we cancel a class due to low enrollment, you will be offered an alternate class time. If the new time does not work, we will offer a refund for any classes paid for but yet to be taken.

### **Dressing rooms**

Please remove your belongings from the private dressing rooms when exiting the room.

Belongings may be hung up in the group bathroom/shower room. We cannot be responsible for any valuables left in bags in dressing rooms or bathrooms.

### **Class Consolidation**

If any group has only 1-2 students, we reserve the right to consolidate that class into another group for the day or offer a shorter class for the day.

### **Weather Closures**

In case of inclement weather, **SWIMBABES™** will **send an email and text** updating you on our opening schedule and hours for the day. Please make sure you are opted into texting.

**We will not be able to make individual phone calls.**

A make up day will be planned for if we cancel for 2 or more hours. If fewer than 2 hours of classes are canceled, a replacement class will be awarded for you to schedule at your convenience. Since weather is beyond our control we do not offer credits or refunds for weather related closures, but will offer replacement class.

**Thunder and Lightning:**

For your safety, we do not allow swimmers in the pool at the first sight of lightning or sound of thunder. We cannot allow anyone back in the pool until the thunder or lightning has passed and 30 minutes after the last sighting or sound. This can cause unexpected class closures. We will do our very best to give as ample notice as possible where class cancelations occur but this is one weather event we often cannot predict. A replacement lesson will be issued to your account for you to schedule at a later date if your class is closed due to Thunder and Lightning.

**Class Changes**

If you need to change to a different day or time, please speak with the front office. We cannot guarantee openings but will put your child on a waiting list if we cannot find an alternate time or day. Students who progress different level may need to change day, time or instructor. If your teacher suggests a different level and it is not available, we will put you on a waiting list for the next available opening and you should keep attending your current class. All of our instructors are adept at adjusting classes for periods of time to meet the needs of the students.

**Instructor and Lesson Changes**

We reserve the right to cancel or alter your lesson day, time, level, or instructor at any time. Instructor substitutions may be made for any instructor or class.

**Requesting of Instructors**

We will do our best to get you in with the instructor of your choice, but we do not guarantee instructors. All of our instructors are highly trained and capable. We reserve the right to change the instructor to any class at any time. No refunds or credits will be given should you choose to not attend or drop a class if we have a substitute for the day or the class changes instructors altogether.

**Address/Phone/Email changes/Texting**

If you change your address, phone number, or email address during the course of taking classes at SWIMBABES™, please notify the office by talking with the front desk or via email. This will allow us to contact you in case of class change or emergency closure. Please opt into texting as soon as you receive the opt into texting email.

**Dressing Rooms**

To be respectful of all families in our program, all adults and children age 5 and older must use the gender appropriate dressing room to shower and use restroom. Adults of the opposite sex may not assist in the opposite gender restroom. All children age 5 and older should be expected to rinse off and use restroom without adult assistance. There are private dressing rooms available for children who are in need of parental assistance while dressing. If your child is not able to use shower on their own at age 5 or older, we suggest showering or bathing at home after lessons. **Note: we do not allow parents to dress any age child in the lobby.**

**We are a kid friendly environment:** The following are strictly prohibited on SWIMBABES premises: No food or drink on the pool deck or in building ~ No Cell phones in use on deck - No pets allowed on premises: No Smoking ~ No Alcohol ~ No Profanity ~ No Weapons

**PARENT OR GUARDIAN SIGNATURE REQUIRED:** \_\_\_\_\_

**Date:** \_\_\_\_\_