

**SWIMBABE Private Lesson
Policies 2019**

SWIMBABES private lessons are normally reserved for children whose parents schedules cannot fit into our regularly offered group class times or children with extra fears or special needs. Private lessons must adhere to all SWIMBABES regular lesson and program policies as outlined in SWIMBABES Policies and Procedures Form.

Can I cancel my private lesson?

Cancellations with refund are allowed up to 2 weeks prior to lessons commencing. Cancellations within the 2 week window of the first lesson commencing will incur a \$50.00 non refundable water time hold fee.

Can I get a refund if I cancel?

We do not refund private lessons after they have commenced. Cancellation with credit on your SWIMBABES account is allowed with ample cancellation notice. See below.

What if my child is sick? Can I reschedule?

Yes, with ample notice you may reschedule your private lesson. See cancellation times below. Your rescheduled time may be a different time or day than your regularly scheduled lesson depending on availability.

What if I miss my lesson? I just forget or get stuck in traffic etc?

Please email and call asap. We allow a one time rescheduling of a no show lesson for \$30.00

Will you call me to remind me of my private lesson each week?

We do not make reminder calls for private lessons so please make sure to mark them down on your calendar.

Cancelation with rescheduling: Cancelation Notice times

Week day Afternoon and eve privates :

12pm-4pm: 9am the day of morning of via phone. 7-8pm
7-8pm 5pm via phone.

M-Fri Eve privates:

5pm-8:30pm; 12pm day of by phone

Sat AM privates:

10am-12pm: 12pm day before via phone.

We cannot cancel with credit Saturday morning privates after Fri at 12pm as we do not have office staff working who can rearrange the private schedule for the next day after 12p on Fri.

Can I just keep my private time as an ongoing month to month after the first set of lessons?

Yes, we offer perpetual private lessons month to month. Please email for information if you would like to keep your private time.

Can I schedule more privates at the front desk?

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.

When is payment due?

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.

What if SWIMBABES cancels?

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 or reschedule for the scheduled lesson.

Can my child stay in after lessons and play?

15 min Play time is allowed in a single child private lesson. 5 min play time is allowed in a 2 child semi private lesson. If the lesson is at the end of the AM or PM session, play time begins prior to the private. If the private is at the beginning of an AM or PM session, play time takes place after the private.

What if I am late? 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: _____

