

OC Riptide Aquatics Learn to Swim Program - Jr. Guard Prep and Swim Fitness Class Policies

1. **Evaluation:** The first swim lesson shall serve as an evaluation in order for the student to be placed in a group that will best suit their abilities. After the first lesson/evaluation the instructor may change the assigned group time for the student or recommend transferring to the Learn To Swim program.
2. **Check-in:** On your first day of lessons, both the swimmer(s) and parent(s)/ guardian(s) must meet on the pool deck and check in with the coaching staff.
3. **Payments:** Electronic payments are the only payment method accepted by O.C.Riptide Aquatics and will be processed by credit card through the Team Unify team management platform at time of registration.. Electronic payments include credit cards and debit cards. Checks and cash are not accepted. You are responsible for making sure your method of payment remains current and valid. In the event your method of payment lapses for any reason and we are unable to collect payment from you, your student(s) may be withdrawn from classes at the sole determination of O.C. Riptide Aquatics Club.
4. **Refunds and Cancellations after Initial Registration**
 - a. We will grant you a full refund (of the applicable tuition) if you cancel your student's initial registration for a program within the first 48 hours after you have paid the tuition. No refund will be provided in connection with any cancellations made after this 48-hour time period, regardless of the reason for such cancellation.
 - b. Please understand that when you enroll your student in a program, you are reserving a slot in a program that is in high demand and could be filled by other students. As a result, your payment for reserving a slot in that program will be retained by Riptide Aquatics even if your student does not attend any practices.
5. **Cancellations and absences:**
 - a. In the event a facility is closed or lessons canceled due to inclement weather, maintenance, or another reason, a make-up lesson might be scheduled. If you are offered a make-up lesson, it must be completed within three (3) weeks of the originally scheduled (missed) class and is subject to availability, as solely determined by O.C.Riptide Aquatics. If you are not offered a make-up lesson, your student's account will be credited for the lesson(s) canceled as a result of the facility closure. All such credits will be applied toward the tuition and fees for a future lesson (or lessons). Such credits cannot be converted to cash or transferred to any other student. Credits expire six (6) months after the date on which they were applied to the student's account.
6. **Instructor and Lesson Changes**
 - a. Instructor substitutions, schedule modifications, and other changes can and will occur at the sole discretion of O.C. Riptide Aquatics. If the class is not booked to

capacity, O.C. Riptide Aquatics reserves the right, based on its sole determination, to combine enrollment for classes in order to fill such classes, to cancel, or to change the date, time, or level of any lesson at any time.

7. Supervision:

- a. All students should be escorted by a parent or guardian to the swimming pool and checked in with the instructor.
- b. All students must be walked out of the facility at the end of their lesson by a parent or guardian
 - i. No students are allowed to leave the pool deck, or go to the parking lot on their own.
- c. O.C. Riptide Aquatics instructors and coaches can not provide supervision beyond the registered class time.

8. Goggles

- a. Unless otherwise directed by their respective instructors, all students should wear a pair of goggles at every class. We do have some loaner goggles; and new goggles are available for purchase from the Riptide Coaching Staff.

9. Swimsuits

- a. All students must wear appropriate swimwear.

10. Swim Caps

- a. Any students who have hair long enough to get in their eyes, face or mouth might be required by their Instructor to wear a swim cap in order to enhance their comfort. Swim caps are also available for purchase from the Riptide Coaching Staff.

11. Towels

- a. Students must bring their own towels. Towels are not provided by O.C. Riptide Aquatics.

12. Applicability of Terms and Conditions

- a. It is your sole responsibility to ensure that anyone acting on your behalf in connection with the services offered at an O.C. Riptide Aquatics' facility is aware of, and complies with, the policies and procedures set forth herein.