

# OC Riptide Aquatics Learn to Swim

## Summer Swim Clinic 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.
2. **Check-in:** On your first day of lessons, both the swimmer(s) and parent(s)/ guardian(s) must meet on the pool deck (North East corner) with either the instructor or lesson coordinator to check-in.
3. **Fees:** Payment for the program is due at time of registration.
4. **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.
5. **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 lessons.
6. **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.
  - b. There will be no make ups or credits offered for absences or no-shows.
7. **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 a lesson is not booked to capacity, O.C. Riptide Aquatics reserves the right, based on its sole determination, to combine enrollment for various lessons in order to fill such lessons, to cancel, or to change the date, time, or level of any lesson at any time.
8. **Supervision:**

- a. All students in O.C. Riptide Aquatics' Learn to Swim Program are required to have a parent or guardian remain at the facility for the duration of each lesson. Seating is encouraged in the bleachers on deck.
- b. Please Keep Your Eyes on the Pool
  - i. Although we strive to have small classes and attentive instructors, it only takes an instant for a child to slip underwater. If this occurs, please alert us immediately in any way possible. And when this occurs (and it does), the impact of the event will depend on the reaction of the parent. If possible, try to keep your momentary concern concealed behind a smiling, encouraging face, in which there will be a very good chance your child will recover very quickly from the incident. We want to keep our students safe and nothing works better than having the helpful eyes of their parents and guardians on their activities at all times.
- c. All students should be escorted by a parent or guardian to the swimming pool and checked in with the instructor.
- d. 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.
- e. O.C. Riptide Aquatics instructors and coaches can not provide supervision beyond the registered class time.

#### **9. Timeliness**

- a. Please make sure your student is on time for lessons. Lessons begin and end at very specific times. Please arrive early enough so your student has time to stop by the bathroom, get changed and get his/her equipment ready before the lesson begins. If your student is more than 10 minutes late for a lesson, he or she will not be allowed to join that lesson.

#### **10. 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.

#### **11. Swimsuits**

- a. All students must wear appropriate swimwear.

#### **12. 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.

#### **13. Towels**

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

Aquatics.

**14. 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.