



POLICIES:

MAKE-UP POLICY:

1. Make-ups are a courtesy and their availability are not guaranteed.
2. In order to uphold our belief that children are most successful in a consistent learning environment (consistent attendance, teacher, and peers), we do not encourage “make-ups”.
3. As a courtesy, each student may have 1 make-up per calendar month. These do not accumulate and will expire at the end of each month.
4. To qualify for a make-up, you must cancel before the start of the lesson. (If you call and are unable to get through to a staff member, please leave a message that you will not be able to attend, we will mark you absent.)
5. You may choose to attend our “Friday Night Family Swim” instead of using a make-up.
6. If your child has more than 1 cancelled lesson in a one month period, and you miss another class, you are welcome to attend our “Friday Night Family Swim” at no charge in lieu of the additional classes you have missed.
7. Once you have scheduled a make-up...that is it! We cannot make-up a make-up! (Just saying that is difficult!) 😊
8. Make-ups can be booked up to 7 days in advance.

Cancellation Policy:

Once you are assigned a class, you have committed to a minimum of 8 lessons. You will REMAIN registered until you give us a 30 day notice that you wish to withdraw. Stop by the front desk, give us a call, or send us an email with the last day you wish to attend.

Proration Policy:

You will be charged \$75.60/month for any month that you receive 4 swim lessons. If we are closed and you are receiving **less** than 4 lessons, we will prorate your lessons. During the months that you receive an extra lesson, you just got a bonus! (Every day receives at least one “free” lesson during the year.)

Changing Area Policy:

Please be respectful of others and do not reserve changing rooms. Rooms are on a first come first serve basis.



Welcome to your first swim lesson!

Here are some helpful hints as you join our family at the DeMont Family Swim School

1. **Check in please!** Every week stop by the front desk and get a bracelet for your swimmer. This helps us get your swimmer to the right teacher. Their bracelet colors match the frog colors, and lane assignments have no relationship to the levels!
2. **Please enter through the lobby door.** At the end of the lesson your swimmer will meet you at the door that leads to the shower/changing area. This keeps water off our lobby tile floor.
3. **Our big glass wall is not a barrier;** it is here to allow you to watch your children in a comfort-able environment while they swim in a warm one. Feel free to walk your children out to their teacher. If you have a question or a comment be sure to talk to the Deck Supervisor once they get the classes in the water.
4. **Cameras?** We love them. Please feel free anytime to come out on deck to take pictures.
5. **Are the children in the class a good match?** During your child's first lessons we will be focusing on getting each child with other swimmers that are at similar skill levels. We will update you with the changes. We will be patient with your little ones – please be patient with us!
6. **Backfloating?** Yes, we work on the backfloat– over and over. We believe in it! May take a little extra work but we believe that once a child has their backfloat they become safe and comfortable in the water. Please be patient with as we work on our way through any floating issues!!
7. **Potty runs:** Our water is 90°. Students put their big toe in and think it's potty time. We help students with bathroom runs all day long. We have a bathroom on deck and will supervise students when they go in there so they don't slip off the potty or get stuck with their suits around their ankles. You are welcome to come out and help them in the bathroom at any time!
8. **Swim diapers:** Cloth, reusable swim diapers with a good fit around the legs and waist are REQUIRED for all students under the age of 3, even those who are potty trained. Please help us prevent leakage into the pool, which causes us to close the pool.
9. **Bulletin boards:** We keep them updated with new information about what's going on into swim school.
10. **Make-ups:** As a courtesy, each student may have one make-up per calendar month. We DO want your children to get their lessons! To qualify for a make-up you must call and cancel before you miss your class. Make-ups can be booked up to 7 days out. Once you have scheduled the make-up, that is your make-up. We cannot make-up a make-up. For more details please see the FAQ section of our webpage.
11. **Our Calendar:** To see a calendar of our closures and payment due dates, go to www.demontswim.com under the Register/Fees Tab.

That's about it! If you ever have any questions, concerns, or compliments, we are here for you and the kids. There's a site supervisor here at all times in addition to your deck supervisor, so please let us know as soon as possible. Thanks for swimming with us!