



## POLICIES:

### **Make-up Policy**

1. Make-ups are a courtesy. They 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 in your customer portal before the start of the lesson. (If you call and are unable to get through, please leave a message that you will not be able to attend, we will mark you absent.)
5. Once you have scheduled a make-up...that is it! We cannot make-up a make-up! (Just saying that is difficult!) 😊
6. Make-ups can ONLY be booked up to 7 days in advance.

### **Cancellation Policy:**

Once you are assigned a class, you will REMAIN registered until you give us a 30 day notice that you wish to withdraw. You can print a withdrawal form off our website, stop by the front desk, or email us with the last day you wish to attend.

### **Tuition:**

Monthly tuition is based on how many lessons are available in the month including adjustments for closures. Billing amount varies dependent on the # of lesson days per month.

### **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 (Little Froggy and Group Classes)!** Every week stop by the front desk and get a lane assignment bracelet for your swimmer. This helps us get your swimmer to the right teacher. Their bracelet colors match the basket 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 our lobby floor dry.
3. **Our big glass wall.** It is here to allow you to watch your children in a comfortable, cool environment, while they swim in a warm one. If you have a question or a comment be sure to flag down the Deck Supervisor. We are happy to answer any question you have!
4. **Cameras?** We love them. Please feel free to take pictures. Feel free to tag us on IG or FB!
5. **Is the class level a good match?** During your child's first lessons, we will evaluate your child's swim skills and determine if they are in the appropriate level. We will update you if a change is needed.
6. **Backfloating?** Yes, we work on the backfloat— over and over. We believe in it! It's true, it may take a little extra work... but, we believe that once a child has their backfloat they become safer and comfortable in the water. Please be patient with us 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. If you see your swimmer hold up their "bathroom card", please meet them at the door to assist them in the bathroom. We have a bathroom on deck and one next to the lobby.
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. **Make-ups:** As a courtesy, each student may have one make-up per calendar month but it's not guaranteed. We WANT your children to get their lessons! To qualify for a make-up you must go on your portal to mark your swimmer absent 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.
10. **Our Calendar:** To see a calendar of our closures and payment due dates, go to [www.demontswim.com](http://www.demontswim.com) under the Register/Fees Tab.

That's about it! In addition to your deck manager, there's a site supervisor at our facility at all times. If you ever have any questions, concerns, or compliments, we are here to help you and your swimmers! Thank you for swimming with us!