



*Welcome* to your first  
swim lesson!

**Click here to access your**  
**customer portal** or

**COMING SOON**



**Please review the following policies and helpful hints as  
you join our family at the DeMont Family Swim School!**



# Policies

## Registration fee

When you enroll for the first time, you will be charged a one-time family registration fee of \$50. This covers all students in the family for life.

## Make-up policy

- In order to uphold our belief that children are most successful in a consistent learning environment, we do not encourage “make-ups”.
- But, we also know life happens! As a courtesy, each student is eligible for 2 make-ups per month. Makeups are a courtesy and availability is not guaranteed.
- Marking yourself absent on the Customer Portal **at least 3 hours before** the start of class is required to obtain a makeup token. This allows others to book a makeup in your place.
- If you've marked your student(s) absent for a lesson ahead of time, a makeup token will appear on your Customer Portal AFTER the missed class has occurred. This means makeups will not be available before the class has been missed.
- Make-ups can only be booked up to 7 days in advance.
- You must be enrolled to book a makeup.
- Make-ups must be scheduled on your Customer Portal.
- We cannot reschedule make-ups.
- Make-up tokens will be available for 6 months from the day your class was missed. After this time, the makeup token will expire.
- If you unenroll without using your makeup tokens, your makeup tokens will be available upon your reenrollment if you reenroll before their expiration date. (Expiration dates can be viewed in your portal.)

## **Changing area policy**

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

## **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.

## **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.

## **Tuition**

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

## *Helpful Hints*

### **Check in please**

Each week check in at our kiosk to see your pool/lane assignment. Kiddos over the age of 3 will get a bracelet. 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!

## 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.

## Our calendar

To see a calendar of our closures and payment due dates, go to [www.demontswim.com/register-and-fees/](http://www.demontswim.com/register-and-fees/)

*See you soon!*

## Location

Plaza Sonora Shopping Center  
2850 W. Ina Rd., Suite 130  
Tucson, Arizona 85741

## Visit our FAQ page

<https://www.demontswim.com/faq/>

## Email

[info@demontswim.com](mailto:info@demontswim.com)

## Call

(520) 877-SWIM (7946)

