DeMont
FAMILY SWIM SCHOOL

Welcome to your first swim lesson!

Click here to access your customer portal or

Download on the App Store

Google play

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







Policies

Anniversary fee

Upon enrollment, a $50 Family Anniversary Fee will be charged (one fee per family). This fee renews annually on your family's anniversary date as long as you remain enrolled.
If you withdraw and re-enroll before your anniversary date, you will not be charged another fee at re-enrollment. Your Family Anniversary Fee will still be charged on your original anniversary date.
If you withdraw and re-enroll after your anniversary date, a new $50 Family Anniversary Fee will be charged upon re-enrollment, and your new enrollment date will become your annual anniversary date moving forward.

Make-ups

- To support consistent learning (regular attendance, same teacher, and peers), make-ups are limited. However, we understand life happens!
- Each student is eligible for up to 2 make-ups per month as a courtesy. Availability is not guaranteed.
- You must mark your student absent before class begins to receive a make-up token.
- Make-up tokens appear in your Customer Portal after the missed class has occurred (not before).
- Make-ups can be booked up to 7 days in advance.
- Students must be actively enrolled to schedule a make-up.
- Once a make-up is scheduled, it cannot be rescheduled.
- Make-up tokens are valid for 6 months from the missed class date.
- If you unenroll before using your tokens, they will remain available upon reenrollment before their expiration date (visible in your portal).

Changing Areas

Please be respectful of others and do not reserve changing rooms. Quick showers are encouraged — please be mindful of families waiting. Please use the family changing room for added privacy whenever possible.

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

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/registration-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

Call

(520) 877-SWIM (7946)



