



HOUSTON SWIM CLUB

Sharpstown
713-774-SWIM

Sugar Land
281-313-SWIM

Katy
281-579-SWIM

Pearland
713-434-SWIM

POLICIES & PROCEDURES

REGISTRATION, TUITION & FEES

- There is a \$45 non-refundable registration fee, which is paid per family, per calendar year.
- Each family must have a completed informed consent and waiver form on file before beginning lessons.

Tuition must be paid at the time of registration. We do not guarantee an exact number of classes per monthly session. The number of classes in a monthly session will vary depending upon the day you choose to attend.

- A \$20 fee will apply to the following: (1) monthly maintenance session payments made after the 21st of the month, (2) cancellations made within 72 hours of the beginning of a new session or once a session has begun and (3) schedule changes made on or after the 1st of the month.
- There is a \$30 fee for each returned check.

Once you have signed up for a monthly-based group lesson (1, 2, 3 days-a-week) the tuition must be pre-paid by the 21st of the preceding month in order to keep your child's spot for the next month. (E.g. February payment must be received by January 21st.) A late fee of \$20 per student will be applied if payment is received after the 21st. Failure to pay by the 25th will result in your child being dropped from the class. Any waiting lists for those classes will then be allowed to register, and students who have been dropped will need to re-register into the next available class time.

HSC will only pro-rate lessons when you start your first month in the middle of a session.

AUTOMATIC CHARGE

For your convenience, we have an automatic credit card charge option. Customers enrolling on this plan will receive a 5% discount on all monthly maintenance classes. Please see the office for details.

MAKE-UP POLICY

To receive make-ups, lessons must be cancelled in advance – not just missed. The number of make-ups your child will receive is equal to the number of days per week they swim. (EX: If your child swims once per week, then they are only allowed one make-up per monthly session regardless of the number of absences they have.) **Make-ups are \$8 each.**

In order to maintain the high standards you have come to expect and hence the integrity of regular lessons, HSC does not allow make ups during regular classes. Special make up classes will be scheduled on Fridays and typically the first and third Saturdays of each month.

- All make-ups must be taken within 60 days from the date of the absence.
- Customers swimming in private lessons cannot be guaranteed a private make-up.
- Make-ups canceled within 48 hours of the scheduled lesson will be charged a second \$8 make-up fee in order to be rescheduled.
- Missed make-ups will not be rescheduled.
- In order for our staff to be with their families, we will be taking the following legal holidays:
New Years Day, Good Friday and Easter Weekend, Memorial Day, July 4th Week, August Staff Retreat, Labor Day, Thanksgiving Week, and Christmas break. **These days will not be made up.**

SCHEDULE CHANGE POLICY

All class changes must be made prior to the 1st of the month. **Schedule changes made on or after the 1st will result in a \$20 change fee per student, per class.** This does not apply to a change instigated by an HSC staff member.

CANCELLATION POLICY

All cancellations must be made 72 hours prior to the first class of the session. Any cancellation made within 72 hours of the beginning of a session or after the session has begun is subject to a \$20.00 cancellation fee per student, per class. A credit for the remaining classes, less the cancellation fees (if applicable) will be considered for a future HSC credit. **ABSOLUTELY NO MONETARY REFUNDS WILL BE ISSUED.** In the event that more than four lessons are missed during a session due to extenuating circumstances, HSC's Directors will review each situation on an individual basis, as long as advance notice to HSC has been provided.

DIAPER POLICY

In the interest of the health and safety of all students in our program, HSC requires all swimmers under the age of 3 or children who are not fully potty trained to wear two swim diapers. One of them must be reusable and manufactured by *I Play* (available for sale at front desk). Your child will not be allowed to enter the pool if this policy is not followed.

HEALTH CONCERNS

- PLEASE AVOID milk, dairy products, spicy foods, and large meals before lessons. Children may have a light snack before swimming.
- Please remove all band-aids before entering the pool and keep your child's nails trimmed.
- **TREATING EARS**

We suggest that you treat your child's ears in order to prevent ear infections. A solution called *Swimmer's Ear* is sold in most drug & grocery stores. Rubbing alcohol may be used as well. Simply pour the solution into your child's ear canal-you will see it fill to the surface. Let the solution sit for a few seconds, which allows it to soak up any water that has remained in the ear canal. Then turn your child's head to the side and let the solution drain onto a towel. Repeat with other ear.

Please remember to consult with your physician first!

FACILITY RULES

- The following are not permitted on HSC premises:
 - Smoking
 - Glass Containers
 - Profanity
 - Alcohol
 - Pets
 - Reserving dressing rooms
- Parents are responsible for their children before, during, and after lessons. DO NOT leave the facility while your child is in class.
- In order to avoid disrupting classes in session, we ask that parents NOT enter the pool area before your child's class is scheduled to begin or end.
- Parent/Child class: Do not enter the water before your instructor has given you permission to do so.

INSTRUCTOR INFORMATION

Since our lessons run consecutively there may not always be time before or after your child's lesson to speak directly with the instructor. We have created a *Pat on the Back* form, which allows you to communicate easily with your child's instructor. Fill it out, leave it in the office, and we'll make sure your child's instructor gets it!

All instructor requests will be considered, but may not always be honored due to scheduling constraints and class availability. When an instructor is absent, a substitute will be provided. Please be open-minded about new instructors/substitutes so that your child will be as well. All teachers are trained in the same curriculum; therefore, swimming with a different instructor will not hinder your child's progress.

AWARD SYSTEM

All students enrolled in an Everyday session will receive a certificate at the end of the session. Students enrolled in maintenance classes will receive level awards as they are earned. Please contact the office for schedule changes following a promotion.

Each lesson is guaranteed.

If you are not satisfied with a lesson, then please notify the director immediately and we will gladly provide another lesson at no charge!

We do swim when it rains!

www.houstonswimclub.com