



HOUSTON SWIM CLUB

Sharpstown
713-774-SWIM

Sugar Land
281-313-SWIM

Katy
281-579-SWIM

Pearland
713-434-SWIM

POLICIES & PROCEDURES

REGISTRATION & TUITION

- There is a \$45 annual family registration fee, payable each calendar year and is non-refundable.
- Each family must have an informed consent and waiver form on file before beginning lessons.
- Tuition must be paid at the time of registration.
- Monthly tuition will vary based on the number of classes available in a calendar month. Therefore, the number of classes received in a monthly session will vary depending upon the day you choose to attend.
- Monthly tuition will only be pro-rated when you start your first month in the middle of a session.
- There is a \$30 fee for each returned check.

Once you have signed up for a monthly session (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. New students will then be allowed to register, and students who have been dropped will need to re-register into the next available class time.

AUTO PAY PROGRAM

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

MAKE-UP POLICY

To be eligible for make-ups, please contact our office prior to the start of your child's lesson and report the absence. 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.
- All students enrolled more than one day per week will receive 1 make up lesson at no charge.
- Customers swimming in private lessons cannot be guaranteed a private make-up.
- Special make up classes are available on Fridays and typically the first and third Saturdays of each month.
- Make-ups cancelled 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.
- All make-ups must be taken within 60 days of the date of the absence.

HSC CLOSURE DATES *Check our website for actual calendar dates.

New Year's Day	Good Friday & Easter Saturday	Memorial Day	July 4 th Week (2 nd – 7 th)
Labor Day	Halloween – close @ 12	Thanksgiving Week	Christmas Break

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. 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. **ABSOLUTELY NO MONETARY REFUNDS WILL BE ISSUED.**

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 initiated by an HSC staff member.

POTTY POLICY

Please take your child to the restroom prior to the start of their lesson. In the interest of the health and safety of all students in our program, **HSC requires all swimmers under the age of 3 AND children who are not fully potty trained to wear 2 articles of protective swimwear. One of them must be reusable and manufactured by I Play** (first one free and additional available for sale at front desk). Your child will not be allowed to enter the pool if this policy is not followed.

*In the event that a potty trained child has an accident, they will be required to adhere to the potty policy. Length of time to be determined by HSC management.

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. If you're interested in communicating with your child's instructor, then stop by the office and a representative will be sure to pass the message on!

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 monthly classes will receive level awards as they are earned. Following a promotion, please contact the office to schedule your child in their new level.

FACILITY RULES

- The following are not permitted on HSC premises:
 - Smoking
 - Glass Containers
 - Profanity
 - Alcohol
 - Pets
 - Reserving dressing rooms
- **Our insurance requires a responsible adult to remain on HSC premises for the duration of the lesson.** Parents are responsible for their children before, during, and after lessons.
- In order to avoid disrupting classes in session, we require parents to view lessons from our observation room.
- **If you have paid for a group lesson, and your child is the only one in the class, we will not cancel the class. Your child will receive a 20-minute private lesson for the same group rate.**
- Parent/Child classes: Please wait for your instructor to give you permission to enter the water.
- WE DO SWIM WHEN IT RAINS!

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, keep your child's nails trimmed, and long hair pulled back.
- **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!

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!*