

ALL-STAR SWIM SCHOOL LLC HANDBOOK

★ ★ ★ ★ 2014-2015 ★ ★ ★ ★

PLEASE CAREFULLY READ OVER THE POLICIES, COMPLETE THE PACKET THEN EMAIL IT BACK TO US OR LEAVE IT IN THE TUITION BOX. THANK YOU!

Please fill out our swimmer information sheet to your best ability. Based on your child's swimming needs, we will match your child up with the appropriate instructor. When you enroll your student into a class, that spot is held exclusively for you. As such, we do not offer make-ups, refunds or credits for missed classes. Consistency is the key to our program, so if your child is unable to attend, we look forward to seeing him or her at the next scheduled lesson. If you find that your current schedule is no longer convenient, please contact the office. It is extremely important to have open communication with parents and guardians. If you have any questions or concerns please get in touch with us! The best way to communicate with All-Star Swim School LLC is through email at info@allstarswimschool.com.

All-Star Swim School Annual Registration Fee	Amount
Annual Registration Fee	\$25
Annual Registration fee to add 2 nd child	\$20
Annual Registration fee for families of 3 or more	\$50

All-Star Swim School LLC will periodically send out emails, with important information only. Please make sure to save our contact email and read all the information.

All-Star Swim School LLC reserves the right to change its rates, policies and procedures at any time without prior notice to ensure quality and service.

All-Star reserves the right to refuse service.

Cancellation Policy

When signing up for swim lessons with All-Star Swim School LLC, you are signing up for a timeslot. Should you wish to cancel your lessons for any reason, we ask that you provide us with a minimum of thirty days advance written notice. You can simply send us an email at info@allstarswimschool.com.

Possible Reasons for All-Star to Cancel Lessons: Thunder and lightning storms, Wind storm when Pool Dome is on, Child has a bowel movement during a lesson, Instructor ill, Power outage.

If we cancel a lesson due to any of these reasons, we will try to re-schedule your child's lesson for that week so that he or she does not miss an opportunity to practice their skills. If you prefer, we will apply a credit towards the next month's tuition.

Refunds

No refunds will be given for partial monthly attendance. Tuition is charged on the basis of enrollment, not attendance.

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Swim Instructor Absence:

There may also be occasions where your instructor is ill or has a scheduling conflict (ex. Jury Duty, etc.). If your child's swim instructor is absent the day of your lesson, a substitute instructor will teach the lesson. Your child's swim instructor will inform the substitute of what your child has been working on. If for any reason a substitute instructor is not available to teach your lesson, a make-up lesson will be scheduled or a credit will be applied to the next month's tuition.

Late Arrival Policy

If you are late/not ready when the instructor calls, the instructor will only swim the child for the remainder of the allotted lesson time.

Swim Lesson Accessories

We like to have all our swimmers start off without goggles in the water. We want them to feel comfortable in the water without them first. Your instructor will recommend when would be a good time to have them start using goggles.

We have many accessories for sale through our office. Please contact the office for a list of items and their prices.

Child Progression

There may come a point during your child's lessons where we may switch your child's instructor. We do this so we can ensure that your child is progressing in their swim skills.

There may come a point where our pool facility is not adequate to properly swim your child and get results for their age and swim level. We will inform you when your child has reached this point.

Sanitation Policy

Fecal contamination in or around a pool poses a serious health risk to all using the facility. When an accident occurs, we are forced to shut down operation for an extended period of time to properly clean and sanitize our facility. Our goal is to reduce the spread of disease and inconvenience to swimmers whose lessons are cancelled.

- All children who are **under 4** years of age must wear **two layers of RESUABLE swim diapers**. If your child is older than 4 but are not **100%** potty trained they also must wear **two layers of reusable protection**. These reusable swim diapers can be purchased at All-Star for \$12 apiece. Failure to comply will result in the end of the lesson for that day.
- If a child has a bowel movement during a lesson all lessons will be canceled for the remainder of the day. There will be a \$200 Fee if lesson is before 1pm, or a \$100 Fee if lesson is after 1pm to the family to partially cover the costs incurred for cleaning and canceling lessons.

Photos and Videos

Taking photos or videos is permitted. Everyone must request permission prior to lesson from the instructor and the instructor will then advise when it is appropriate to take a photo or video.

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Bathroom Policy

All children must be accompanied by an adult when going to the bathroom. Please make sure the water is turned off and trash is thrown away. If your child has an accident please clean it up to the best of your ability and immediately let the office staff know. **Please do not allow your children to use any outside area as a restroom.**

Parking Lot

There is a **1 mph speed limit** that is strictly enforced at all times while on the property of All-Star Swim School LLC. Regardless of how late you are for a lesson, **do not** speed into the parking lot; children may be in the parking lot. We ask this of all parents for the safety of all persons coming for lessons at All-Star Swim School LLC.

Please park **in designated parking spaces.**

Hair and Nails

Hair needs to be kept out of children's faces! If your child has long hair please have it pulled back so it does not get in their face while swimming. Long hair needs to be in a pony tail. Boys and girls with long bangs need to have bangs pulled back with a barrette or swim cap. Please do not use bobby pins to secure hair.

If an instructor feels that your child's hair is distracting for/during a lesson you may be asked to purchase a swim cap.

Holidays

All-Star Swim School LLC will be closed for the following holidays in 2014:

January 20, 2014	Martin Luther King Jr. Day
February 17, 2014	Presidents Day
May 26, 2014	Memorial Day
July 4, 2014	Independence Day
September 1, 2014	Labor Day
October 31, 2014	Halloween
November 26-28, 2014	Thanksgiving Break
December 22, 2014 – December 2, 2015	Winter Break

Holidays & Breaks have already been figured into your monthly tuition and will not constitute a make-up.

Expected Behavior

- Children **must** remain inside the Swim Shack with their parent or guardian until called out by the instructor.
- Children are to remain inside the Swim Shack and are to be with their parent or guardian while waiting for their lesson to begin.
- During a lesson parents and siblings are to remain inside the Swim Shack until the instructor calls you outside to conference about the lesson.
- Please try not to interfere while classes are in progress. This can cause a distraction for the instructor and other students.

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- No child is to be left unattended anywhere on the property.
- It is the parent's or guardian's responsibility for all persons brought to All-Star Swim School LLC. While in the Swim Shack, parents need to ensure their children respect All-Star's possessions.
- DO NOT hit or poke the pool dome.
- Running is NOT permitted anywhere on the premises, this includes the parking lot.
- **NO PETS/ANIMALS ARE PERMITTED ON ALL-STAR SWIM SCHOOL LLC PROPERTY.**
- We love animals, but the health department and our insurance company do not. Please do not bring your animals to your swimming lessons!
- Children **are not allowed** to play in graveled areas.
- Children **are not allowed** to go beyond the fenced area leading to the pool equipment.

