

All-Star Swim School, LLC.  
Parent Handbook  
★ ★ ★ ★ 2019 ★ ★ ★ ★

Welcome to All-Star Swim School, where every child is a star! It is our philosophy that children should take away more from their swim lessons than the ability to swim and be safe in the water. Our goal is for your child's swim lessons to serve as a positive experience that builds a strong foundation for their future education. Everyone on the All-Star Team look forward to working with you and your family. We will see you in the pool!

**Enrollment & Scheduling**

When you enroll your child into a swim lesson, that timeslot is reserved for you until you provide us with your 30-Day notice. As such, we cannot 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. Maintaining open lines of communication with parents and guardians is extremely important to us, so if you have any questions or concerns please get in touch with us! The best way to communicate with All-Star Swim School is through email at [info@allstarswimschool.com](mailto:info@allstarswimschool.com).

**Billing & Tuition**

Upon enrolling, you will be added to our monthly billing cycle with an automatic charge to your credit card on the 25<sup>th</sup> of each month. **By enrolling, you hereby authorize All-Star Swim School to charge this credit card.** Tuition may fluctuate depending on the number of lessons that fall within the month. If you enroll in the middle of the month, your charges will be prorated and billed according to our billing cycle.

When enrolling your child, you will be charged an Annual Registration Fee. This fee will be renewed a year from your student's initial registration date. For questions regarding your account, please email us at [billing@allstarswimschool.com](mailto:billing@allstarswimschool.com).

**Holidays**

If your child's lesson falls on any holidays in which All-Star Swim School is closed, you will not be charged for that lesson. All-Star Swim School will be closed for the following holidays in 2019:

- Tuesday- Friday, January 1-4, 2019 Winter Break
- Monday, May 27, 2019 Memorial Day
- Thursday & Friday, July 4 & 5, 2019 Independence Day
- Monday, September 2, 2019 Labor Day
- Thursday, October 31, 2019 (early closure- TBD) Halloween
- Wednesday-Friday, November 27-29, 2019 Thanksgiving Break
- Monday, December 23, 2019 to Friday, January 3, 2020 Winter Break

Holiday closures are subject to change. Please contact our office at [info@allstarswimschool.com](mailto:info@allstarswimschool.com) with any questions.

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### Cancellation Policy

Should you wish to cancel your monthly lessons for any reason, we require a minimum of 30 days advance written notice. You can simply send us an email at [info@allstarswimschool.com](mailto:info@allstarswimschool.com).

If we cancel a lesson due to any of the reasons below, every effort will be made to reschedule your child's lesson within the week. Possible reasons for All-Star Swim to cancel lessons:

- Thunder and lightning storms
- Wind storms when the Pool Dome is in use
- Power outage
- Child has an accident during a lesson
- Instructor absence (with no other qualified All-Star Swim instructor available)

### Swim Instructor Absence:

There may be occasions when your child's instructor is absent due to illness, vacation, or time away from work. In this event, another qualified All-Star Swim instructor will provide your child's lesson. Your child's swim instructor will provide a detailed lesson plan to maintain quality and consistency of instruction. If 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 be able to swim the child for the remainder of the allotted lesson time.

### Sanitation Policy

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

- All children who are **under 4** years of age must wear **two layers of REUSABLE swim diapers**. If your child is older than 4 but not **100%** potty trained, they also must wear **two layers of reusable swim diapers**.
- If your child does not come to their lesson with proper swim diapers, you will be asked to purchase 2 from the office.
- To ensure the health and safety of all swimmers and pool staff, both the CDC and Contra Costa Health Services require that a pool receive proper treatment immediately following a fecal accident. Should a student have a bowel movement during a lesson, the remainder of the lessons scheduled may need to be cancelled in order to properly treat properly treat the pool.
- There will be a \$250 Sanitation Fee charged to your family account if your child has a fecal accident in the pool that causes a facility shutdown.

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**Instructor Changes & Student Progression**

As your child improves in the water an *instructor change* may become appropriate. Our instructors recommend changes based on a continual assessment of skills and progression to more advanced abilities. If and when this occurs, the office staff and your instructor will provide you with our recommendations to ensure a smooth transition for your child.

**Taking Photos and Videos**

If you would like to take photos or videos of your child's lesson, please request permission from your instructor before the start of your lesson, so as not to disturb your child or any other child's lesson.

**Goggles**

- Until a student is water safe, instructors will recommend that goggles not be worn, in order to allow students to build confidence without their aid.
- Throughout your child's lessons your instructor will evaluate their level of comfort with water safety skills and communicate to you when you can introduce goggles.
- We will accommodate parents' wishes. Should you like your child to use goggles during their lesson, please let the office or your instructor know.
- For your convenience, goggles in various sizes and colors can be purchased at the office. Please feel free to ask our office staff for assistance.

**Hair and Nails**

- If your child has long hair or bangs please have it pulled back with a barrette or swim cap so it does not interfere with your child's lesson.
- Please do not use bobby pins to secure hair.
- If an instructor feels that your child's hair is distracting during a lesson they may be asked to wear a swim cap.
- For your convenience, swim caps are available for purchase in the office.

**Code of Conduct**

- Students **must** remain inside the Swim Shack with their parent or guardian until their name is called by an instructor to begin their lesson.
- During your child's lesson parents, family members, and caregivers **must** remain inside the designated Swim Shack for the duration of the swim lesson, or until you are called out by your child's instructor.
- Please do not leave children unattended anywhere on the property and help us keep our toys and books in good repair, so that all families may enjoy them.
- Please respect the Owner's residence. **Do not** wander the property or enter any areas that are not part of the swim school.
- **Do not** go beyond any fenced areas leading to the pool equipment or employee shack.
- **Do not** hit or poke the "Bubble" (the dome that covers the pool).
- For your child's safety, running is **not** permitted anywhere on the premises and children are only allowed to play inside the designated Swim Shacks.

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**Facility Policies**

**Bathroom**

Please accompany young children when going to the bathroom. If anything in the bathroom needs attention, please inform the office staff. Should your child have an accident please notify the office immediately. **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. To ensure the safety of our families and staff, **do not** speed into or out of the parking lot. Please park **in the paved designated parking spaces.**

**Pets/Animals**

**Please keep all pets or animals at home.** We love animals here and many of our staff are pet owners themselves, but due to insurance liability & health regulations, they cannot be on the property.

**For General Inquiries/Scheduling:** [info@allstarswimschool.com](mailto:info@allstarswimschool.com)  
**For Billing/Account Questions:** [billing@allstarswimschool.com](mailto:billing@allstarswimschool.com)  
**Direct Office Number:** 925-967-0900

\*\*NOTE: In order to communicate with all of our families, All-Star Swim School, LLC will periodically send out emails with important updates. To ensure our emails do not go to spam, please save our contact 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 Swim School, LLC reserves the right to refuse service.