

POLICIES AND PROCEDURES

Adventure Sports' pool is a private facility for the purpose of high quality swim instruction. These policies have been developed to facilitate this objective.

Registration:

Registration for classes is handled through the Adventure Sports swim office. **FULL PAYMENT IS DUE AT TIME OF REGISTRATION.** We will not schedule your child in class if payment hasn't been received. A current credit card number must be kept on file in our computer. Your card will be charged at the beginning of each swim session. If you choose to pay by check or cash you must do so at least one week before the session begins. A late fee of \$25 will be due if payment is not received before the start of the second week of the session.

Pool Rules:

Students are not to enter the pool without the permission of the instructor. Pool use during swim lessons is limited to those students in class at that time. We do have a hot tub available for playtime before and after class. Use of the hot tub is for our students and their families ONLY (no guests)! In times of high volume, the hot tub will be restricted to students only. The hot tub is 3 feet deep in parts and there is **NO LIFEGUARD ON DUTY**, so please watch your children carefully. **DO NOT** leave your children unattended in the hot tub. Our instructors are not responsible for what happens in the hot tub. If children cannot play quietly, they will be asked to exit the hot tub.

All toys, kickboards, floaters, rings, etc... are for class use **ONLY** and are **NOT** permitted in the hot tub. There is a green bin full of toys that are permitted in the hot tub. Please have your children use these and help them respect our other class materials.

No underwear or diapers are allowed in the pool or hot tub. Swim diapers or rubber pants are required for younger children. Please supervise your children using the shower: 3 minutes please. Help us conserve energy and water. Please stay aware and take responsibility for your child's toilet needs. A "poop incident" in the pool requires us to close the pool for up to 24 hrs – costing everyone time and money!

Parking:

During busy swim hours at Adventure Sports, parking can become a problem. We do share the parking spaces with the surrounding office complex, and parking in front of ASU is minimal. We are encouraging parents to park behind Adventure Sports (on the Pacific Cookie Co side) and enter thru the back gate.

Make-Up Classes:

Missed classes due to illness or emergencies may be made up. Each child gets 2 free make-ups per session. Make up days are on specific Fridays from 11am-7pm (dates are listed on swim calendar). These make-ups are scheduled through the swim office. Call, email or stop by for available times. A 48 hour advance notice is required if you cannot attend your make-up. These make-up classes are costly and a privilege, so please make sure to show up when your child is scheduled. **You will be charged a \$10 fee (per child) if you miss your scheduled make-up and fail to call and cancel 48 hours in advance.**

Continuing:

In the third week of every session, we will contact you to find out if you will be continuing into the next session. As a continuing student, you will have priority scheduling (we will schedule all continuing students first and then all new students). If you do decide to continue, payment is due at that time. If you agree to continue, you are committed to it. If you cancel at any point after this, you can receive a class credit, but no refund will be given.

Refund Policy:

Full refunds are available if we are unable to find a class within the parameters you have provided us, or if Adventure Sports cancels the class. If you need to cancel your class, you must cancel at least 7 days before the class starts, otherwise no refund will be given. There will be no refund given if you cancel after class has started. There will be no refund given if your child chooses not to participate in the class.