TIGERSHARKS SWIM ACADEMY POLICIES AND PROCEDURES

MEMBER FEE/REGISTRATION FEE

A $25 Registration fee will be required for the first month per child. Then, an annual membership fee for each family is due with the first registration of the calendar year. The membership fee is an annual fee of $25 per family per year.

PAYMENT POLICIES

Lessons are based on 30 minute classes. This is based on a 4 week month, the months that have a fifth week will be a free lesson. Credit and debit card customers will be automatically charged on the 1st of each month. Any family that wishes to decline automatic payments must make payment by the 5th of the month, to avoid being dropped from the schedule.

*A $10.00 handling charge maybe charged on all declined automatic debit transactions, and returned checks. All registration fees and tuition are due at the time of enrollment and are nonrefundable.

DISCOUNTS

We are pleased to offer the following discounts:
• Sibling Discount – 5% off second child
• Sibling Discount – 10% off third child,
• Sibling Discount – 15% for the fourth child from the same family enrolled in the swim program.
• Parental Discount – 10% of a child’s lesson if parent joins swim lessons.
• JCC Members Discount- 15% of total for Dwares JCC current members
• Military Discount- 5% for US military
  ● Discounts are not stackable.

REFUNDS/WITHDRAWALS

Refund request will be reviewed by TigerSharks Management. If you decide to withdraw from lessons you need to notify the office Administrator BEFORE the 1st of last month you will be attending classes. You must complete a WITHDRAWAL FORM and submit it on or before the 1st; due to our billing cycle we cannot prorate withdrawals. Please note: You are responsible for payment for your child’s classes whether or not your child attends class until the time you notify the Administrator via the withdrawal form. Please do not rely on your child to verbally let us know that he/she will no longer be attending classes. If a child stops coming to class without notification then your child’s account will be charged for the additional 30 days. This charge will hold your child’s place in that class instead of offering that place to one of the children on a waiting list. Please confirm receipt of all emailed withdrawal forms due to potential errors. Phone calls, hand written letters or typed emails will not be accepted as a form of withdrawal.
TEACHER ASSIGNMENT

TigerSharks Swim Academy seeks consistency in instructors, nonetheless, we cannot guarantee that any student will remain with the same instructor for any amount of time. The consistency lies in the methods taught, not in the instructors. TigerSharks Swim Academy understands that certain personalities work better with others. If a personality conflict occurs, please let the administrator know and he/she can help you look for a new instructor. TigerSharks Swim Academy does their best to inform our families about instructor changes. We reserve the right to make teacher changes based on academy needs.

MAKEUP POLICY

To be eligible for makeup lessons, you will need to inform the office by email scatano@jewishallianceri.org, call (401) 562-0973 or our online absent notification form of your absence; no later than two hours prior to missing lessons. Make-up classes can only be used while currently enrolled in lessons and missed make-up classes can only be made up once a month. If you choose to end enrollment from lessons, you will forfeit all the unused makeup classes on your account. In addition, make-up classes cannot be used to extend lesson past your withdrawal date.

If your child misses more than 3 lessons in a row without any communication, TigerSharks Swim Academy has the right to drop the child from the class. Transferring make-up lessons to other children is not allowed.

CLOSURE POLICY

TigerSharks Swim Academy will be pro-rating for our holiday closures and we will be informing parents via email a week to two weeks before the closure. If we close the pool for thunder, snow storms, or any emergency maintenance you will be able to choose to either receive a makeup that will not expire while you are enrolled or credit of the value of the class on your account for future months.

DIAPER POLICY

If your child is NOT potty trained, they are required to use a reusable diaper (vinyl or rubber with elastic waist and legs) and a disposable swim diaper to ensure double protection during swim lessons. Disposable swim diapers alone do not pass the Board of Health Code for public pools and dramatically increases the rate of pool closures. We are required to ensure that all swimmers have both layers of protection before lessons start. TigerSharks Swim Academy will be selling reusable swim diapers, see the office for details.
SEATING POLICY

All parents except PUP (TOT CLASS) families will be seated on the bleaches at the north end to maintain safety and the attention of the students, so they may focus on their lessons and teachers. If TigerSharks Academy believes that having you sit by your child is beneficial we will accommodate you.

*If you are a PUP (TOT CLASS) family, you are allowed 2 family members each by the shallow end to accommodate all families.

RULES OF THE POOL

The pool rules must be followed by everyone in the pool, remember this is a multi-usage pool.

*NO running on deck.
*Shower must be taken before entering the pool.
*NO rough play is allowed.
*NO children are allowed in the pool area unsupervised.
*Adults and children not participating are to remain in designated viewing area.
*NO glass containers around pool area.
*State law forbids diaper changes on deck. Please use changing tables located in the locker rooms.
*Reusable and disposable swim diapers must be worn by any child who isn't potty trained or who is newly potty trained.
*NO smoking in pool area or anywhere in our facility.
*Be respectful of others.
*Lesson areas are for lessons only. NO open swim during these times.
*Lifeguards must be obeyed at all times.