

DPAC AKA ALOHA SWIMMING

Swim Lesson Policy Form

Scheduling: Because we try to honor requested days, times, group size and choice of instructors, we have specific registration requirements that helps with our scheduling procedure. On your registration form, please write your desired days and times.

1. Sessions are 4 weeks long.
2. Private lessons, or your own group, can choose 1 - 4 days a week, any available times and choice of instructor.
3. If you need to be matched with others, lessons are 2 days a week M W or T TH. Times will need to be coordinated with all parties, so you must give us a minimum of 1 hour block of time to work with. This will give us options to match students with their respective age and ability level.
4. If 2 students are enrolled, the length of class time is 20 min, unless both parties want to pay for a 30 minute price. If there are 3-students in the class, the class time is 30 minutes. Larger groups are at a reduced rate or 10 minutes is added per child in class.
5. Prices are on the bottom of swim lesson page on our website.
6. Minimum of 7 days is required to enroll so we can schedule classes.
7. Late registration may be subject to limited choices and/or payment in cash or cashier check only.
8. After the schedule is made, you will receive an email 1 to 2 days in advance of the session starting with your child's schedule. We try hard to accommodate personal needs of specific days and times, so please email us immediately if the schedule does not work so we can make necessary changes.
9. If we cannot find a partner for your child with your specific scheduling needs, we can offer private lessons at an extra fee, or reduce the length of the lesson in proportion to the number of students in the class or you can help us find your child a partner that can work in your time frame.
10. Instructor has the right to slightly modify class times for breaks, lunch or schedule issues

Registration Procedure: Call or email for information, then mail or bring in your 3 registration forms and full payment to reserve a spot. Forms are required 1 time each year.

1. Full payment is required to schedule days and times.
2. We need 7 days advance registration to help us form groups and schedule classes
3. Currently, we accept cash, cashier check or personal checks.
4. Any cash must be in a sealed envelope with your name and phone number so we can issue a receipt.
5. For re-enrollment, leave your payment in the payment box at the pool a minimum of 7 days in advance.
6. No refunds.
7. NSF checks will be charged \$35 with cashier's check or cash and all future payments may have to be in cash.

Make ups or Cancellations

1. All cancellations for any reason needs to be in writing each day absence to alohaswimming@gmail.com.
2. Verbal notice is not accepted. Please follow up discussions with email confirmations.
8. If an emergency arises you can reschedule your entire session with 7 days advanced notice.
9. Non-emergency cancellations, such as vacations, changes in your schedule, tardiness, etc. are subject to make ups with a fee. Make ups are \$10 per child per class time. Times, days, instructor and class size are at our discretion.
10. If your child is in private lesson and you give 24 hour notice you may reschedule lessons without fee per instructor okay
11. Cancellation due to illness, injury or related incidence, must be made via email in the morning or ASAP. Make-ups will be provided at no charge on days and times that work for instructors.
12. Cancellations due to pool closure or instructor illness will be made up at instructor and your convenience.

I have read, understood and agree with the Swim Lesson Policies as defined above and furthermore, I understand this is a private non-commercial facility and although we will make every effort to resolve any problems or issues, we do reserve the right to refuse service if we cannot come to an amicable solution.

Sign and Date