

# CONDITIONS OF ENROLMENT

- **SWIMMING FEES:**

- **There is an annual registration fee of R500.00 payable per family on joining Aqua Turtles Swim School and every year there after. This fee is to be paid CASH ONLY.**
- Fees are payable in advance or on the first lesson of month, unless paying per term, which is due on the first day of the term and **cheques will not be accepted.**
- Fee increases will take place annually.
- There will be a late payment penalty added to your account if fees are paid later than the 15<sup>th</sup> of every month and lessons will be on hold until payment is made.
- No refunds.

- **MAKE UP LESSONS:**

- **Lessons cancelled or not attended by pupils will not be made up. Lessons cancelled within 24 hours of initial lesson will be credited and a makeup lesson will be issued. No refunds will be issued.**

- **TERMINATION OF SWIMMING LESSONS:**

- **There is a payable one month notice period before termination of your lessons.**
- **Issues regarding non payment of notice will be handed over to our attorneys.**
- **All notice must be given in writing delivered to the swim instructor.**

- **GENERAL:**

- **The school is closed on public holidays and these lessons will not be made up.**
- Teachers are not responsible for pupils outside their lesson times.
- Please inform us of any change of address or telephone numbers.
- We reserve the right to change or substitute your swimming coach or teacher and time as we feel necessary.
- Although utmost care is taken, neither Aqua Turtles Swim School, Liquid Living Facility, Sandton Scuba, Gabriella Metcalf, or any other person in control thereof or in charge thereof shall be liable in any manner whatsoever for any injury or death of a member or any other person present at the premises of the Aqua Turtles Swim School. Furthermore, we will not be liable for any possessions of the member or any other person being lost or damaged, whilst the member or person is on the Swim School premises.
- All pupils and parents must be familiar with all the rules and regulations laid down by Aqua Turtles Swim School and agree to always adhere to them.

# Aqua Turtles Swim School Policies

## Adult Supervision

We require that the child's caregiver not leave during lessons. We rely on you in case of an emergency or a necessary bathroom break for your child. Safe supervision of your child is a problem if parents are not present when swim class is over. We rely on the parents to keep their children safe in our facility before and after lessons.

## What to Bring to Class

All swimmers at every level need to have a swim suit, a towel, and shoes at every lesson. No bare feet in the parking lot. Beach bags, swim goggles, ear plugs, and swim caps are all optional and available for sale in our swim shop. Any other tools required for class are provided by Aqua Turtles Swim School. Swim caps and swim goggles are strongly recommended for intermediate and higher swimmers for safety. Swimmers must be able to see where they are going to properly execute turns and competitive strokes.

## Class Start Time

Please arrive at Aqua Turtles Swim School at least 5-10 minutes before your child's class is scheduled to start. New swimmers are rattled when being rushed into class. Late arrival also leads to running on deck, which is hazardous and strongly discouraged. If you and your child are in a Baby & Me class, it is especially important to arrive early. Getting into the pool safely with the little ones takes time. Your Teacher or Deck Manager will hold your child while you enter the water and then hand your child back to you. **Safety first!**

## Make-up Policy

In order to maintain the integrity of our classes regarding content, size, consistency, and progression, we do not offer make-ups or refunds for missed lessons. We have found that adding children to classes for make-ups disrupts the rhythm of the class. Please do your best to attend your scheduled classes.

## Absence Policy

Our absence policy states that one class credit can be given per month of lessons (4 lessons) when at least 24 hours' notice has been given prior to class time. This class credit can be given for each month of lessons you sign up for. In cases of extended illness or injury, we can put your account on hold and take you out of the class time until you can return at a later date if notice to the office is given.

## Refund Policy

Aqua Turtles Swim School does not offer refunds for those members that have already started a class. If you can no longer attend your current time/day for the class, you can talk to the office staff and see if there's an open class time that does fit your schedule or put your lessons on hold until another time opens up in the future. If you can no longer complete the lessons for an extended period of time, you can also put your account on hold and save your remaining lessons until a later date if notice to the office is given. If you have a class that has not started then you can receive a refund for the following reasons; extended illness or death in the family. You can e-mail us this information, but it must be submitted before the start of your first class day and also must be confirmed by phone to Aqua Turtles Swim School staff. The R500 family registration fee is non-refundable. All of these procedures must be completed before the start of your first class in order to receive a refund.

## Online Registrations

Families may register for lessons online up to 30 days in advance. Payment is due at time of registration. Online registrations have 24 hours to contact the office and make payment arrangements. If payment is not made within 48 hours registrations may be cancelled until payment arrangements are made.

## Lost and Found

We do have a lost and found - it will be most helpful if you will mark all your children's swim gear with their name. Aqua Turtles Swim School is not responsible for lost or stolen items.

## Adverse Weather Conditions

Our under cover, heated facility allows us to teach in all weather conditions except for thunder, hail or a severe lightning storm, or any other condition that might jeopardize the swimmers' safety. In such cases, instructors teach a dry water safety lesson or provide **free make-up lessons. We make use of a strike meter for adverse weather conditions. We will do our utmost to advise you of any cancellations due to adverse weather.**

## Crying

CRYING? WHAT CRYING? Crying at Swim School is not uncommon. What should you do? Walk your child to the teacher and then calmly walk to a far bench. By handing your child to the teacher, you are expressing trust in the teacher. This enables them to win the child's confidence. Out of sight out of mind! Pretend to be reading a book or searching through a bag. Maybe even converse with another parent. Occasionally, take a peek at your child. In time, you will be able to take a seat near your child.

## Taking Turns

You will observe that many life skills are taught at Aqua Turtles Swim School. Some examples include: • Waiting for your turn • Teamwork • Rewarding good behavior • Rewarding good behaviour \* Rewarding good skill development. Gentle discipline

## Our Teachers

Our teachers are trained by Aqua Turtles Swim School and certified by Swim Schools International and are fully trained in First Aid and CPR. The Aqua Turtles Swim School conducts background checks on all employees.

## Consistent Teaching

Should a teacher have to miss a class, all are trained with and use the "GOLD SCRIPT®". Your swimmer will receive consistent instruction.

## Deckside Visit

The last few minutes of every class are devoted to demonstrating to parents the goals and skills of the lesson. This close-up view of your child's last turn as well as the teacher's explanation of each day's goals will help to keep you informed of your child's progress in lessons.

## Swimming Progress

We ask you to withhold judgment until your swimmer has had several lessons. Our classes are fun, interesting, and move quickly in order to retain your child's attention. Aqua Turtles Swim School teachers use the GOLD SCRIPT®, which is our set of very detailed lesson plans. The plans for each level are designed for several skills to progress in small increments each week. Consequently, improvement will be more apparent over several lessons. We are confident that you will be delighted with our program as your swimmer advances through the levels. Then you will know as we do, that this is the way lessons should be.

## Bathroom Use

Please help us to keep the pool as clean and sanitary as possible by encouraging your swimmers to use the bathroom facilities before class. Not only will this practice prevent pool accidents, but will save precious class time, should your swimmer need to use the facilities during lessons. We ask that you supervise children under 5 years of age in the bathroom for their own safety.

## Swim Pants

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 operations for an extended period to properly clean and sanitize our facility. For the health and safety of our swimmers and teachers, please heed the following guidelines Children UNDER FOUR YEARS OLD are required to wear reusable swim pants or dedicated Swim Nappies. Due to the failure of disposable diapers to work effectively, we must insist on Health department approved Swim disposable nappies or pants in our pool. We do provide this for sale in the retail area of the shop. The elastic legs must be tight enough to contain an accident.

## Falling In

In reality, when children are around water accidents happen. There may be a slip on deck or even a child pushed in the water by a classmate. Our teachers are taught to be constantly "globally aware" of all that happens on deck and in the pool with their swimmers. Our teachers are also taught never to turn their back on their swimmers.

In addition to our teacher's watchful eye, you will notice a Deck Manager walking the pool and if necessary Deck Assistants on the deck and in the pool. At Aqua Turtles Swim School, Job #1 is the safety of all our swimmers!

## Benefits of a Fall

A small scare may very well have benefits. An incident at Aqua Turtles Swim School is desired over a serious accident elsewhere. What should your reaction be if your child or another falls in the water? Make the teacher aware of the fall, then let the teacher: • Comfort the child • Point out what went wrong • Rebuild the child's confidence

You will have plenty of time to discuss the incident with your child as you drive home. Be positive!! If you ever notice an unnatural fear in your child, contact Aqua Turtles Swim School.

## Swim School Referrals

If you refer any friends or neighbors to Aqua Turtles Swim School and they sign up for lessons, we'll give you a credit with Aqua Turtles Swim School. Just tell your friends to let us know you told them about Aqua Turtles Swim School.

You can use your credit for future purchases of lessons. It's our way of saying "thank you" for telling people about Aqua Turtles Swim School. Grandparents, relatives & friends often like to share in the fun. We invite you to forward Aqua Turtles Swim School's web site to them! [www.aquaturtles.co.za](http://www.aquaturtles.co.za)