



## Harrison Swim School

11520 Kanuba Court, Clermont 34715

### Policies and Procedures 2020

#### **REGISTRATION POLICIES**

1. **DEPOSIT:** (1/2 payment) must be received at the time of registration. We are unable to reserve space without payment. (*Exception will be the Maintenance Classes and Parent Child Aquatic Group classes which are paid in full upon registration*).
2. **WAITLIST:** If you are on a waitlist, you will be contacted (in chronological order) in the event any spots open in the program.
3. **FINAL PAYMENT:** The balance of your payment is due on the **first** day of lessons. Please make check payable to: HARRISON SWIM SCHOOL. (*Exception will be the Adaptive Aquatic students who register through the Central Florida Dreamplex. Checks can be made payable to the Central Florida Dreamplex.*)

#### **CANCELLATION POLICIES**

1. Registration cancellations can be honored up to 7 days prior to the start date of the program and will be issued as a credit or refund.
2. Registration cancellations within 7 days of the program start date or after the start date of the program cannot be refunded. However, as a courtesy every effort will be made to fill the spot and if there is success, the deposit may be refunded. Cancellations are considered on a case-by-case basis. Please speak with Ginny Harrison for more information/special accommodations.

#### **MAKE-UP POLICIES**

1. Make-up classes are a courtesy.
2. Make-up classes or refunds for classes missed due to personal conflicts are not permitted. Please check your schedule for possible conflicts before committing to a session.
  - a. Make-up classes for swim lessons missed due to medical reasons may be available.

- b. There are no make-ups for missed make-up classes.
3. If a class is cancelled by Harrison Swim School, a make-up class will be offered to ensure the total classes promised have been offered.

*We understand there may be special situations that need extra consideration, and we attempt to accommodate everyone fairly and evaluate these situations on a case-by-case basis. If you have any questions or concerns, please contact Ginny Harrison.*

### **ABOUT THE SWIMMER**

1. SWIM PANTS – not disposable diapers! Any person prone to bowel accidents, no matter the age, must wear “approved swim pants”. Swim pants must be tight around legs and waist in order to ensure feces will not get into the pool. Swimmer should arrive wearing a diaper under the swim pants; before getting into the water remove the diaper. Click the link to know which swim pants to buy: **BUY THE PANT ON THE RIGHT!!!**



2. SUNSCREEN – PLEASE, NO SUNSCREEN! The swimmer may wear a rash guard shirt in the water to protect against the sun.
3. SICKNESS –If swimmer has had diarrhea within 24 hours of swimming, we ask that you call to cancel the lesson. We will need at least a two-hour notice to revise the schedule.
4. SPECIAL NEEDS – EVERY person is welcome at Harrison Swim School, there are no exceptions. If needed, please feel welcome to park in our driveway.

### **ABOUT THE CLASSES**

1. WEATHER – We swim in the rain but not in the LIGHTNING! The infants and babies do not swim in a hard rain. Please be patient with us; we do not control the weather. Lightning is the worse in the afternoon/evenings during June, July and August.
2. LESSONS START ON TIME AND END ON TIME! If you arrive late, it takes away from the swimmer’s time in the water.
3. GOGGLES are permitted, however, **the goggles may not be tinted or mirrored.**

### **ABOUT OUR HOME**

1. ADDRESS – 11520 Kanuba Court, Clermont, 34715. Please don’t speed!

2. PARKING - Please park in the cul-de-sac at the end of the street. We are asking you NOT to park in our neighbor's yard.
3. DRIVEWAY - is reserved for pregnant moms with more than one child or individuals with special needs requiring closer access to the house.
4. WET BATHING SUITS – wet bathing suits on cushions make a wet seat for the next person. Urine on the seat cushions makes the seat unbearable! Please be kind.
5. BATHROOMS – we have 2 bathrooms. Make sure you are dried off before entering the bathrooms. The floors are slippery when wet.
  - a. **Driveway bathroom** located at the door closest to the pool. This bathroom is for swimmers who are arriving and leaving.
  - b. **House bathroom** has access through the pool area. Reserved for swimmers who are in the pool taking lessons. PLEASE DRY OFF BEFORE ENTERING THE HOUSE.
  - c. **Parents must go with the child to the bathroom no matter how old they are!** If your child does not need your assistance, please stand outside the door and escort them outside the house.
6. FOOD– Please, **NO FOOD ON DECK.** No glass bottles. Eating is permitted outside the pool area on the outside deck.

### **QUESTIONS OR CONCERNS**

1. If you have any questions or perhaps a concern, we welcome your thoughts or questions. Please feel free to contact via email at [info@HarrisonSwimSchool.com](mailto:info@HarrisonSwimSchool.com)
2. Lessons run back-to-back; instructors will not be able to address your questions after class. What you have to say to us is valued. Please reach out to us via phone or email.