Dolphin Swim Academy Policies and Procedures

DSA will always try to provide you and your family with the best experience.
To assist with providing you and our other families' best experience we have some guidelines in place.

Lessons

-Lessons are 30 minutes long for most group lessons. Pre team, team and stroke clinic will have a different format.

-Private Lessons- 1 to 1, swimmer to instructor ratio.

-Group Lessons- 4 to 1, swimmer to instructor ratio.

- Swim Team- 6 - 12 to 1, swimmer to instructor ratio.

-Dolphin Babies- 6 to 1, swimmer to instructor ratio.

-Daycare lessons- 4/5 to 1, swimmer to instructor ratio.

Pricing and Billing*(Subject to change at any time)** ***Please see our pricing information on our pricing tab.***

-Annual Family Registration Fee: Families will have an annual family registration fee. This fee will vary depending on when you enroll. This fee is for the whole family, it does not change based on the number of swimmers.

If you enroll Jan-Mar $30

If you enroll Apr - Jun $25

If you enroll Jul - Sept $20

If you enroll Oct - Dec $15

-Annually on January 1, families will see a $30 registration fee added to their account and billed with January's tuition.

-If you enroll in March 2024 and stay through June 2024 and come back in October 2024 you will not be charged another registration fee. Your original fee is good through the whole calendar year it was charged.

-For current tuition rates, please view our pricing under our pricing tab on our website.

-At this time, DSA accepts debit or credit card, cash or check made payable to Dolphin Swim Academy.

> -When first enrolling we highly encourage a three month commitment. This helps show skill progression and builds the relationship with Instructor. Current registered families will see their tuition posted on the 25th of the month for the next month's lessons. Payment will be due the first week of each month's lessons or billed on the 5th if using debit or credit card.
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> -All families will need to have an active debit or credit card on file. You may still pay with cash or check by the 1st of the month.
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> -If you prefer to pay in cash or check. Payment must be received by the 1st of the month. If not, your debit or credit card will be processed on the 5th of the month.

Return Check Policy

The check writer will be held responsible for the balance of the lessons as well as any fees associated with a NSF or returned check. Once notified, payment will need to be made before any future lessons. Nonpayment will result in being dropped from the class.

Refunds

Dolphin Swim Academy **does not** issue refunds. All unused tuition will be applied as a credit to your account to be used for future lessons or services. No credits or refunds for missed classes.

Lessons are prorated for DSA closures or holidays.

Dolphin Dollars

Love swimming with Dolphin Swim Academy? Help spread the word and for each family that mentions your name upon booking you will receive $20 in Dolphin Dollars, a credit posted to your family's account.

Fine print-

Families must mention your name upon booking and enroll for a minimum of three months. Upon completion of their second month a $20 credit for each family you referred will be placed on your account. Dolphin Dollars do not have any monetary value and are only used as a credit that is applied to your account.

Withdrawing from lessons

When you first enroll you remain enrolled in your day and time until you give us a 30 day notice you would like to withdraw from your class. Withdrawing less than 30 days there may be a fee assessed.

Withdrawal fees:

27 or more days before - No fees assessed

20 to 26 days before- The fee of 1 class per swimmer withdrawing will be assessed

10 to 19 days before- The fee of 2 classes per swimmer withdrawing will be assessed

0 to 9 days before- The fee of 3 classes per swimmer withdrawing will be assessed

Attendance Policy

It is important to make it to your child's swim lessons consistently. This will help with skill retention and further growth in swimming. We do understand that illness, family emergencies and life just happens sometimes. If you know you are going to be absent please let us know. This will allow us to have more availability in offering makeup lessons to other swimmers.

Dolphin Swim Academy will not issue any credits or refunds for missed classes. If you miss a class we can reschedule **up to one makeup per month**. With continuous enrollment, makeups may be rescheduled to allow for a new enrollment, we will only be scheduling makeups a week out. This hopefully will help prevent rescheduling of makeup lessons. Makeups will also expire two months from the date of the absence. Families will **not** be allowed to "bank" makeups and receive a free month of tuition. Makeup lessons are for currently enrolled swimmers. We appreciate advanced notice for absences to help schedule makeup lessons.

Makeup lessons are not guaranteed and a service that we would like to be able to continue to offer.

Makeup lessons will not be able to be used when not currently enrolled in classes.

Makeup lessons will not be able to transfer to other siblings, friends, or etc.

You will be able to trade in a makeup lesson for a family swim pass! This is good for the whole family to come in and enjoy the pool during our family swim times.

Private lesson makeups - these are not guaranteed due to the nature of requesting a private lesson.

Weather

Please use your best judgment. If you feel unsafe to travel to swim lessons we want you to stay home. Let us know that you will not be coming in and we can reschedule your lesson or offer a Family Swim Pass.

Severe Weather

Snow:

- In case of snow or other severe winter weather conditions, Dolphin Swim Academy will cancel morning lessons if Monona Grove School District closes, evening lessons will be determined by 2:00pm as to opening or closing. Saturday lessons will be notified by 7:30am and Sunday lessons will be notified by 11:00am to open or close due to inclement weather.

-If you feel that it is unsafe to travel to lessons, please call and let us know and we will try to get a makeup lesson scheduled. Makeup lessons are not guaranteed, as we cannot control the weather, we will try our best to reschedule the missed lesson.

General Information

- Please be respectful of the property, team members, and fellow DSA Families.

- Each family will need to have agreed to our Policies and Procedures and Waiver. This can be found in your Parent Portal.

Link to Parent Portal

-Parents, Guardians, Caregivers must remain on the property during the lessons and keep a watchful eye on their swimmer(s) at all times.

-Please keep swimmers away from the pool edge and out of the water until the start of their swim lesson.

-There is a universal locker room with individual changing stalls.

-There are ADA shower stalls, please avoid more than a 1-2 minute shower as these are still changing stalls.

-Rinse off showers are available on the pool deck. All team members and swimmers will need to shower off before entering the pool. This will help keep the pool clean and our chemicals balanced.

-Any child not 100% toilet trained will need to wear a reusable swim diaper. Disposable diapers or Huggies Little Swimmers **are not** allowed in the pool. They break down and will not hold in fecal matter. Reusable swim diapers can be purchased at the front desk or online. Splash About Happy Nappys! have been the best diapers we have seen and will be sold by DSA.

-If a swim diaper was forgotten, we do have extras that can be borrowed. Ask a Customer Service Representative or Lifeguard.

- If your swimmer has any open wounds or is ill with any of the following prior to their swim lesson please keep them home until they are clear of symptoms for at least 48 hours.

- Fever
- Stomach Flu
- Strep Throat
- Influenza
- Diarrhea** 72hrs from the last diarrhea movement before coming back into the pool**
- Pneumonia
- Ringworm
- Other contagious and infectious illnesses or diseases
- If you child stayed home from school, please keep them home from the pool

Zero Tolerance Policy

We have a zero tolerance policy for any physical, sexual, verbal, or emotional abuse to any families, team members or patrons. Any physical altercations will result in the Police Department being called and a permanent ban on the premises. Any emotional abuse or bullying of families, team members or patrons will result in immediate removal from premises and permanent ban. If you do not leave voluntarily, the Police Department will be called to escort you off the premises.

Our team members, families, and patrons safety comes first before any sale of service.

We want to make your time in lessons a memorable and joyful experience. If you have any comments, concerns or questions please feel free to contact us. We are happy to assist you.

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DOLPHIN SWIM ACADEMY