



## Policies and Procedures Gilbert Location

### ENROLLMENT & MONTHLY TUITION

- We offer a 100% money back guarantee. If after your first four lessons you are not satisfied with our program you can request a full refund.
- A once annual, insurance and registration fee will be collected on January 20<sup>th</sup> or at time of enrollment. This fee is \$15 per child or \$25 per family.
- Payment is due at the time of enrollment and pro-rated if enrolling mid month.
- Once paid, tuition is non refundable.
- Tuition is charged on a monthly basis. Every customer must have a credit or debit card on file with us. You have two options when paying your tuition.
  - (1) You may elect to enroll in our AutoPay program where monthly tuition charges will be debited from your credit/ debit card on the 20<sup>th</sup> (or the next business day) of every month.
  - (2) You may pay your monthly tuition in person via cash, check or card by the 20<sup>th</sup> (or the next business day) of every month. Accounts that are not paid by the 21<sup>st</sup> (or the next business day) will be automatically charged to the credit or debit card on file. Non AutoPay customers will receive an invoice reminder by the 15<sup>th</sup> (or the next business day) of every month.
  - Invalid credit or debit cards will have until the last day of the month to update their payment information before they are automatically dropped from their class spot(s). Your class spot cannot be guaranteed once you are dropped.
  - There will be a \$15.00 fee for any returned (NSF) check.
- For your convenience, we offer perpetual enrollment. There are no sessions. Once enrolled, your child will be in lessons until we receive notice indicating otherwise (see Withdrawal policy below).
- We offer 50 lessons per day per year. You will always average over 4 lessons per month (4.1 to be exact). If your lesson falls on a holiday or school closure your tuition will not be pro-rated. Most of the time our holidays fall on a month with 5 lesson days. On occasion we will have a holiday that falls on a four lesson month. When that occurs you will still pay a full month of tuition, however, on a 5 lesson month you will not be charged extra for that fifth lesson. EVO holiday and school closures are as follows:
  - Fri., January 1: New Years Day
  - Wed., March 17: Water Safety Day
  - Sat. – Tues., May 29 – June 1: Memorial Day Weekend
  - Tues., August 10: In-service Training
  - Mon., September 6: Labor Day
  - Thurs., November 25: Thanksgiving Day
  - Wed. – Sat., December 22-25: Christmas Holiday
  - Fri., December 31: New Year's Eve
- We reserve the right to combine or cancel any class at any time.
- Before your first lesson the Payment Authorization and Release Waiver must be completed.

### DISCOUNTS

EVO Swim School offers discounts under the following circumstances:

- **Family Discount** – If you have multiple children swimming with us, you will receive a \$5.00 discount off your monthly tuition for each additional child you enroll.
- **Military Discount** – If a student has a parent who is currently deployed at war, a 10% monthly tuition discount will be given to the children of the deployed soldier.
- Family discounts do not apply to private or semi-private customized instruction, vacation holds or families already receiving the military discount.

**TURN OVER→**

Where Learning to Swim Has Evolved



### **MISSED CLASSES**

- **No refunds or credits will be given for missed classes.**
- **Make-Up Classes AKA: Swimming on Standby** allows your child to participate in a class that differs from your regular day and time in order to make up for a missed lesson. This lesson must be scheduled with the front desk. You will be scheduled to join a class of the same level that has yet to reach capacity. The following rules apply to our swimming on standby program:
  - **You must be currently enrolled in order to schedule a make-up lesson.**
  - **Make-up lessons are not guaranteed**
  - **Make up lessons must be utilized within three months of a recorded absence.**
  - **If your scheduled make-up class fills with paying customers before your make-up occurs; you will receive a phone call the morning of your scheduled make-up day for rescheduling.**
  - **If you fail to attend your make up lesson without prior notice to our front desk you will not be eligible to reschedule that make up lesson.**
- **Open swim is a FREE service for our customers, their family & friends!** Our pool is open at least once per week (excluding June, July & August) primarily for our students who would like extra time to practice their skills. However, we welcome all family and friends of our customers to come and utilize our pool to practice, play or just relax. Participants swim at their own risk. Children who can not swim across our pool on their own must have an adult in the water with them at all times. Anyone not enrolled in our classes will be required to have a release waiver signed by a parent or legal guardian. Ask our front desk the current Open Swim day and time.
- **Please try to notify the front desk if you have a planned absence.** This will give other customers a chance to make-up a missed class in your child's absence.
- **Vacation holds** or other extended scheduling conflicts may be used for not less than two weeks and not more than four weeks. You can reserve your class spot by paying half the tuition cost per class for the time you will be gone. These missed classes are not eligible for make up lessons and you must schedule the vacation hold with the front desk prior to your dates of absence.

### **SWIM DIAPERS**

- If your child is under the age of three, he/she must wear an approved swim diaper regardless of potty training. If your child is over the age of three, but you feel a possibility for an accident still exists, please put him/her in an approved swim diaper. Fecal accidents may shut down the pool and cause great disruption to EVO customers and staff.

### **WITHDRAWAL**

- Once paid, tuition is non refundable. You may withdraw from lessons at any time with **advanced notice of at least 7 days from your last lesson.** Submit your notice of withdrawal at the front desk or via email to [info@evoswimschool.com](mailto:info@evoswimschool.com). Any unused classes will be carried as a credit on your account for future use. Refunds will not be given for unused tuition.
- **Re-Enroll at any time free of charge**

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