



## Policies & Procedures

### 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 25<sup>th</sup> or at time of enrollment. This fee is \$25 per child or \$35 per family.
- Payment is due at the time of enrollment and will be 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. Customers have two options when paying 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 25<sup>th</sup> (or the next business day) of every month.
  - (2) You may pay your monthly tuition in person or postal mail to our office via cash, check or card by the 25<sup>th</sup> (or the next business day) of every month. Accounts that are not paid by the 25<sup>th</sup> (or the next business day) will be automatically charged to the credit or debit card on file on the 26<sup>th</sup> (or the next business day). Non-AutoPay customers will receive an invoice reminder by the 18<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 \$25.00 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 reserve the right to combine or cancel any class at any time.
- You will not be charged more when a fifth lesson is received during any given month. Likewise if your lesson falls on a holiday or swim 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. You will always be granted a make-up lesson anytime the school is closed on your scheduled lesson day. EVO holidays and school closures are as follows:
  - New Years Day (closed one day)
  - Memorial Day, May (closed three days)
  - Independence Day July (closed three days)
  - Labor Day (closed three days)
  - Halloween (close ½ day)
  - Thanksgiving, Nov. (closed three days)
  - Christmas, Dec. (closed three days)
  - New Years Eve (closed ½ day)

### DISCOUNTS

Double discounts are not allowed. EVO Swim School offers the following discounts.

- Family Discount – A \$10 discount will be applied to the monthly tuition on the third, fourth, fifth (etc.) sibling enrolled in our swimming lesson programs.
- Military Discount – If a student has a parent who is currently deployed, a 10% monthly tuition discount will be given to the child(ren) of the deployed soldier.

**TURN OVER→**

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### **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 can be scheduled a maximum of two business days in advance.**
  - **Make up lessons must be utilized within three months of a recorded absence.**
  - **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 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 for 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. **ANY AND ALL REQUESTS TO TAKE A BREAK MUST BE SUBMITTED IN WRITING VIA EMAIL TO [office@evoswimschool.com](mailto:office@evoswimschool.com) BEFORE THE PAYMENT DEADLINE.** 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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