



Policies & Procedures

ENROLLMENT & MONTHLY TUITION

- **We offer a 100% money back guarantee. If after your first four consecutive lessons you are not satisfied with our program you can request a full refund.**
- A once annual (per calendar year) insurance and registration fee will be collected on January 25th 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.
- **Tuition is charged on a monthly basis. Once paid, tuition is non refundable.**
- 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.

PAYMENT POLICY

- We accept ACH bank drafts, Visa, Mastercard, and Discover. We DO NOT accept American Express or debit cards (this includes debit cards that can also be processed as a credit card).
- **In an effort to cover the costs of credit card processing fees, customers using credit cards will also pay a 2.59% surcharge of the amount due.**
- **Customers using ACH bank drafts, personal check, or cash will not pay any processing fees.**
- Please note that our charges on MasterCard, Visa, and Discover will appear on your statement as "EVO Swim School".
- **Please also note that ACH BANK DRAFTS WILL APPEAR ON YOUR STATEMENT AS "JACKRABBIT TECHNOLOGIES".**
- Monthly tuition is collected with your preferred form of payment on the 25th of the month (or next business day) for the next month of classes.
- Customers that want to pay with cash or check can request a monthly invoice be emailed to them on the 18th of each month (or the next business day). If payment has not been received by the 25th, it will be collected electronically to the electronic billing method on file the following business day.
- Payment receipts for electronic payments are always emailed to the billing contact email on file.
- There will be a \$25 fee for any NSF (non sufficient funds) from returns on ACH payments.
- There will be a \$25 fee for any credit card charge back processed. Please communicate with us before contesting any charge with your financial institution.
- Invalid credit 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.

HOLIDAY CLOSURES

- 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 four 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)

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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.

MISSED CLASSES

- **No refunds or credits will be given for missed classes.**
- **Make-Up Classes** allow 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:
 - **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.**
- **Please notify us if you have a planned absence.** This will give other customers a chance to make-up a missed class in your child's absence. You can notify us in person, via phone at 480-404-6191 or via text at 480-689-6292. You can also report absences online via your parent portal.
- 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 re-usable 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 re-useable 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 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 without any additional fees.**

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