

## New Registration Platform: Frequently Asked Questions

I already have an account. Will it automatically be transferred to the new registration platform?

*No, but when you register for the first time in our new registration software, you will create an account at that time.*

What credit cards will the new registration platform accept?

*Payment methods accepted are VISA, Mastercard, Discover, and bank account debit. Our new system does not accept AMEX.*

How will my annual registration fee work?

*We will still assess a \$40.00 per swimmer annual registration fee. You will pay it when you register your swimmer and it will automatically be billed every year on the anniversary of your first class. Everyone who enrolls in our new system will be assessed a registration fee. If you are a returning swimmer who paid the \$40 registration fee in our old system anytime from September 1 - November 15, we will credit your account for \$40 after you register in our new system. This offer expires on January 15, 2026.*

Do I still register my swimmer for 8 week sessions?

*No, we are changing our lessons at Larkspur to a year round program with perpetual billing. That means swimmers can register at any time during the year and take lessons for as long as they desire without having to prepay for a defined session.*

*Our summer lessons at other pools will still operate on a pay per session basis.*

Does this new perpetual model mean I can start lessons at any time during the year?

*Yes! That is the beauty of a perpetual model. You can enroll your swimmer at any time and our billing system will automatically prorate your first month's payment to reflect your start date.*

How do I pay for lessons in a year round program with perpetual billing?

*Perpetual billing is used by organizations that charge regular monthly fees to their clients. Members pay a fixed fee per month until they choose to end their membership. The monthly payment is constant and predictable and is invoiced and charged automatically on the first of each month to the credit card you used to register.*

What will I pay for lessons under my perpetual membership?

*The monthly fee for each type of lesson is:*

- *Small group lessons - \$120.00*
- *Semi-private lessons - \$145.00*
- *Private lessons - \$200.00*
- *Parent & Me lessons - \$100.00*
- *Novice lessons - \$120.00*

What will I be charged when I register my swimmer for a class?

*When you register for the first time, you will be assessed the \$40 annual registration fee (per swimmer) as well as the first month's tuition for the type of lesson you select. Your payment schedule will be displayed at registration so you can see when future monthly tuition will be charged.*

How does it work when my swimmer moves up from one class type to another?

*Your monthly fee for lessons will not change unless your swimmer graduates from a private (any age) or semi-private lesson (for ages 3 & 4 and adult beginners) to a small group class (for ages 5 & older). Swimmers who graduate from one class to a higher level class will be placed into a new weekly class time so that their progression can continue. We will work with you to make sure any change to your class day or time works for you and your family.*

What if my swimmer wants to stop taking lessons?

*You may give up your spot and withdraw your swimmer from our program if you provide notice by the 5th of the month. Your swimmer's membership will then end at the end of the month in which you give notice. For example, if you wish to stop lessons in January, you would need to cancel your spot by December 5th.*

Why do I have to give nearly a month's notice to cancel swimming lessons?

*A full month's notice helps us manage class schedules responsibly and keep our instructor staffing aligned with the number of swimmers in each class. This advance notice ensures we can adjust rosters, maintain safe class ratios, and keep classes running smoothly without sudden disruptions.*