

Tide Swim School: Standard Operating Procedures

Larkspur Swim & Racquet Club

Class Placement

1. If an instructor evaluates a swimmer on the first day and determines that he/she has not been properly placed, the instructor will recommend a more appropriate class that reflects the swimmer's ability level and that also suits the swimmer's schedule.
2. Instructors will be continually evaluating swimmers and may recommend another class at any time if it is more appropriate for the swimmer's ability.

Absences and Make-ups

1. If a swimmer misses a class due to illness, no make-up, credit, or refund will be offered.
2. Make-up lessons are only offered as the result of a pool closure. This is very rare and usually occurs because of extreme weather conditions or mechanical issues. Tide Swim School uses the family WhatsApp group to inform parents of unexpected class cancellations in real time. In the summer, it may happen that Saturday lessons would be rescheduled if the pool is being used for a swim meet.
3. If weather conditions cause a class to end with less than 15 minutes remaining, no make-up class will be offered.
4. Make-ups resulting from pool closures will be scheduled by Tide Swim School where space permits.
5. If no make-up class can be scheduled, a credit will be posted to your account to use for future tuition payments. We do not issue refunds.

Parent Responsibilities

1. Parents of children under the age of 13 must stay in or near the pool facility during the class, and must be on deck waiting for their child 5 minutes prior to the end of the class.
2. Parents of younger children should stay on deck to assist their child to the restroom if needed.
3. Tide Swim School strives to keep a safe, family-friendly atmosphere. If a child or parent is consistently disruptive or disrespectful, he/she will be removed from the program.

Payment Terms

1. Members are required to keep a valid payment method on file at all times. Members can add or update their payment methods at any time in their account information.

2. Monthly payments are charged automatically on the first of each month to the payment method on file. The annual swimmer registration fee and first month's tuition are charged at registration.
3. If a monthly payment does not go through due to an issue with the payment method on file, charges are considered late if not paid by the last day of the month and a \$25 late fee will then be added to the next month's charges.

Withdrawing from Year Round Swim Lessons

1. Parents who enroll their children (or adults who enroll themselves) at Larkspur Swim & Racquet Club need to register only once. After registration, the account holder (parent or adult student) is invoiced on a monthly basis and keeps their child's (or their own) spot for as long as desired.
2. Should a parent wish to withdraw their child (or an adult wish to withdraw themselves) from the program, the parent or adult student must give notice to Tide Swim School administrators by the 5th of the month before the termination month. For example, if a swimmer wishes to stop taking lessons at the end of April, notice must be given by April 5th in order to not be billed on May 1.