All Can Swim 2023 Policies and Procedures

Procedures

~~*During some of the time we are in the pool, we are sharing the pool with FLOW's swim lessons, so we have to follow their guidelines as well to ensure everyone's safety and compatibility*~*~*

- ❖ Students should come prepared with appropriate swimwear, towel, and swim diaper, if needed
- ❖ Students should try to use the bathroom before session (if accidents are common, please no big snacks right before)
- ❖ Use "Enter" door to enter the pool area and "Exit" door to leave (unless we have the pool to ourselves)
- ❖ NO SHOES on deck. Please remove or use shoe covers provided
- ❖ Please keep your child from touching/playing with the pool water before their turn. We want to make sure they stay safe :)
- ❖ Please wait in the correct chairs (Green for evening sessions, Red/Yellow for mornings) until your child's session begins
    - ➢ If your child has a hard time staying in the chair, they are welcome to wait/play/run down the hallway outside the pool area until right before their time
- ❖ If a child needs to be excused for any reason during a lesson, you, the parent, are responsible for escorting the child from the pool (i.e., bathroom, accident, etc.)
- ❖ Please meet the instructor by the pool to help your child out at the end of the lesson
- ❖ Please NO food on the pool deck. If hungry, you are welcome to eat outside the pool area (we get ants on the pool deck)

Attendance/Cancellation Policy

- ❖ Sessions run every week, except scheduled breaks
- ❖ If you have a day(s) your child will not be able to attend, please let us know as soon as possible (via email,text, in person) so we can plan ahead
- ❖ It is understandable if a child is sick. Please let us know as soon as you can so we can make adjustments to the schedule, if needed
- ❖ If a child does not show up for a lesson, no refund will be given
- ❖ If you wish to withdraw from lessons, 30 days notice must be given in order to withdraw from future payments

Tuition

- ❖ Our perpetual tuition rates are averaged out over the entire year and take into account any days we are closed. This allows the monthly tuition rate to remain the same each month of the year.
- ❖ For private pay, tuition is due in full on the 1st of each month (via credit card online) and will automatically come out
- ❖ For FDS funds, invoices will be sent out every 3 months
- ❖ 30 days notice must be given in order to withdrawal from future payments

Makeups

- ❖ If you have a preplanned (or sick) absence, you are eligible for a makeup

- ❖ Makeups will be done during normal business hours, during another child's absence
- ❖ We will contact you to see when specific times work
- ❖ At this time, there is no expiration date on makeups

Parking
- ❖ Please park in the WINGS Center parking lot, or behind the building by Planet Kid
- ❖ FLOW is located at the end of WINGS Center on the left side (when looking at WINGS
- ❖ There are 2 handicap parking spaces available right by the pool

Swim Diapers
- ❖ If your child is not fully potty-trained (poops in toilet/no accidents for 6 months), please use a reusable swim diaper
- ❖ A REUSABLE swim diaper is required (holds in the poop better and won't close the pool down)
- ❖ Swim diapers are available for purchase at FLOW or All Can swim can send you information on where to buy some approved diapers up to 100 pounds

COVID Procedures
- ❖ It is at your discretion for you and your family to wear a mask or not
- ❖ Please still social distance and respect others
- ❖ CDC Guidelines will be followed if there is an exposure
- ❖ This is subject to change as numbers/policies change in the city of Boise

Parents on Site
- ❖ At least one parent or legal guardian, over the age of 18, must be in the pool area for the duration of the child(ren)'s swim lesson for safety reasons

Photo Release
- ❖ Amie, or any employees, may take pictures (typically GoPro videos/photos) of children during their swim lesson
- ❖ These may be used for educational or promotional uses only
- ❖ We will always ask your permission before we record AND use the photos
- ❖ If you prefer no photos at all, please let us know