

SWIM PRO OF MIAMI LLC POLICIES AND EXPECTATION AGREEMENT

EXPECTATIONS: Students learn at a different pace, so how they respond to swim lessons may vary. Some may be hesitant or fearful when starting swim lessons, while others adjust at a quicker rate. There are certain aspects of swim lessons that students find uncomfortable or uneasy, such as: putting their face in the water, laying on their back, or swimming without assistance. There may be times where students get upset. Do not worry, this is normal. Although a student may be crying or upset, they can still learn to swim. For students who are minors, a parent/family member/guardian/or trusted individual must be present at each lesson. Our instructors may ask you to watch from an area where the student is unable to see you, but it is still your responsibility to monitor the lesson in an area that the student is still visible to you. If there are any questions, please ask the instructor following the conclusion of the lesson.

PAYMENT/REFUND POLICY: Clients will have a remaining balance for the week on Monday or Tuesday depending on which day their class starts, in addition to the deposit that will cover half of the total package.

EATING/DRINKING PRIOR TO LESSONS: If the student is a child, we ask that they do not consume any milk/dairy products 30min prior and 30min after the lesson.

STUDENTS NOT POTTY-TRAINED: Students who are not potty-trained must wear a swim diaper for the duration of their lessons. If the student is not wearing the proper diaper, has an accident or gets ill, the instructor will end the lesson and there will be no option for a makeup lesson.

BEHAVIOR: If a student has poor behavior during their lessons, it is up to the instructor on whether to continue with the lesson. In the case that poor behavior continues throughout the duration of the student's swim lesson package, Swim Pro of Miami has the right to cancel remaining lessons.

PUNCTUALITY: Our instructors do their best to be on time to lessons. We ask that clients allow for a 15-minute window as there may be traffic or weather delays. Our instructors are told to inform their clients if they are running behind for their scheduled lessons. We ask our instructors to be on time for swim lessons, so we ask our clients to make sure they are as well. If you are more than 5 minutes late for a lesson, the time will be lost.

WEATHER: Lessons will not be conducted when there is lightning, thunder, or excessive rain. If lightning strikes less than 10 miles away from the location of the lesson, the lesson will be rescheduled. If a lesson is taking place and bad weather occurs, the lost time will be added to the following lessons. If a client/student notices bad weather near your home or community pool, please call the office and let us know.

CANCELLATION/MAKEUP POLICY: Without 6-hour notice of cancellation, the client will be charged for that lesson. Any children that are out due to sickness for longer than 3 days, are required to provide a doctor's note upon their return. If a child goes more than 3 consecutive classes without a lesson due to being sick, they will be pulled from the schedules and rescheduled all together. If an instructor arrives to the lesson, and the student is not present, the class will be cancelled and will not have the option to make it up. Make ups are to be performed in a timely manner. The client has a 30-day window from the time of the last session that was performed. Any make ups that are carried over after the 30-day window are to be considered a scratch and will not be refunded. There will not be any make up's that will be rolled over to the following swim season.

PARKING: If there is a fee for visitor parking/valet at the site of the swim lesson, it is the responsibility of the client to pay the fee.

POOL CONDITIONS: We ask that all clients/students provide a pool with suitable conditions. Please make sure the pool is a proper/comfortable temperature, free of debris, and has all chemicals balanced. If the pool is not in suitable condition upon the arrival of our instructor, the lesson will be cancelled without the option for a makeup. If the instructor runs into a debate with any maintenance/pool cleaners, it is up to the instructor whether to cancel the class without the right to make it up. Please coordinate your pool maintenance around the swim lesson. If the child is swimming in our offseason months, the pool is required to have a heater/temperature controller. If the pool is not at the proper temperature, then the instructor has the right to cancel the class without the option of a makeup.

ILLNESS: We ask that our instructors do not teach if they are ill. Please follow the same guidelines to prevent the spread of any illness.

Clients Name (Printed)

Date

Clients Name (Signature)

Date