

Safety First SWIM SCHOOL

The logo for Safety First Swim School. The words "Safety First" are in a light blue, rounded font. Below it, "SWIM SCHOOL" is in a dark blue, bold, sans-serif font. The word "SCHOOL" is partially replaced by two lifebuoys (orange and white rings) positioned between the "O" and "O" of "SCHOOL".

To our Valued Clients:

Your appointments are very important to us as we believe that swim lessons are an integral part of the layers of protection designed to keep your child safe in and around the water. As part of our commitment to you and your child, Safety First Swim has allocated an appointment time which is reserved especially for you. We do understand that sometimes schedule adjustments are necessary; therefore, we respectfully request at least **72 hours notice for all non medical or weather related adjustments** to your appointments and for cancellations. All our policies are designed to benefit our clients and provide the best experience for your child.

Invoices

Due to the high demand for swim lessons, invoices will be posted to your account weekly on the Parent Portal. Lessons must be paid prior to the next week of lessons in order to remain on the schedule for the upcoming week. Please email us at info@safetyfirstswim.com regarding any vacation days so we can adjust the schedule and not invoice you for that week.

Payments for weekly survival swim lessons are due in advance. Most students' lessons are scheduled in four to six week increments. Therefore, make up lessons will be given during the final week of classes. The client's final invoice will reflect the credit(s) and the client will only be charged for new lessons and will not be responsible for paying for makeup lessons.

WEATHER AND MEDICAL RELATED CANCELLATIONS

For the safety and well being of all our students, swim lessons will need to be cancelled due to the following: inclement weather, instructor illness, and/ or student illness. If a lesson is cancelled for medical or weather related reasons, Safety First Swim will give the client a credit and make up lessons will be scheduled for the last week of the student's lesson plan. In order to keep everyone on a consistent schedule, **ALL MAKE UP LESSONS WILL BE SCHEDULED FOR THE LAST WEEK OF THE STUDENTS LESSON PLAN.**

PERSONAL CANCELLATIONS

We respectfully request at least **72 hours notice for all non medical or weather related adjustments to your appointments and for cancellations.** If you cancel your lessons for personal reasons and provide the instructor at least 72 hours notice, Safety First Swim will provide make up classes at no additional charge provided the lessons were paid for in advance. **ALL MAKE UP LESSONS WILL BE SCHEDULED FOR THE LAST WEEK OF THE STUDENTS LESSON PLAN.**

Vacations - If your child is going to miss classes for a week or more, please notify Safety First Swim one week in advance so you will not be charged for the upcoming week of classes. Your normal class schedule will resume when you return. If more than 3 classes will be missed in a given week, the instructor reserves the right to cancel the remaining classes and schedule classes once the student is able to attend a full week of classes without interruption. **Please notify Safety First Swim one week in advance so you will not be charged for the upcoming week of classes.**

CANCELLATIONS WITHOUT PROPER NOTICE

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time and clients on our waiting list miss the opportunity to receive services they need. As a courtesy, to our clients and due to the fact that we understand that the unexpected happens with babies and young children, **Safety First Swim will provide one (1) make up lesson at no additional charge for a lesson**

that is missed without proper notice. However, any additional cancellations that are made without proper notice will not receive credits and make up lessons will need to be paid in full. If there are more than two (2) NO CALL, NO SHOWS in any given week, the instructor reserves the right to cancel the remaining lessons for the week and no credit will be given for the missed classes.

- **Medical and Weather Related Cancellations of your class – Client will receive a full credit and a makeup class.**
- **Notification given at least 72 hours prior to your class - Client will receive full credit and a makeup class.**
- **Notification given less than 72 hours prior to class – Client will not receive a credit and make up classes will need to be paid in full.**
- **Failure to show up for your classes for more than two consecutive days without notice - The instructor reserves the right to cancel lessons for the remainder of the week and no credit will be given for missed classes and make up lessons will need to be paid in full.**

CREDITS AND MAKE UP CLASSES

Credits and make up classes are only good for the calendar year in which they are issued. All credits given for missed classes must be used by December 31 or they will expire. **NO REFUNDS WILL BE ISSUED FOR UNUSED CREDITS OR IN LIEU OF MAKE UP CLASSES.** All monies are earned when received and include all services provided by Safety First Swim and Lotus Holdings including but not limited to swim lessons, client consultations, scheduling, and other administrative services provided on behalf of the client.

ALL MAKE UP LESSONS WILL BE SCHEDULED FOR THE LAST WEEK OF THE STUDENTS LESSON PLAN. If for some reason the client is unable to attend the last week of scheduled classes and still has remaining credits, it is the responsibility of the client to contact Safety First Swim to schedule lessons. Safety First Swim will use its best efforts to schedule make up lessons, however, the client understands that it shares the responsibility of scheduling and holds Safety First Swim harmless for missed classes. All credits for makeup classes expire December 31 in the Calendar year for which the credit was given

CONFIRMATION EMAILS AND TEXT MESSAGES

As a courtesy, we will send out an email or a text message to confirm your lesson appointments to the email address or phone number you provided on your registration. Please make sure that we have your current email address on file to make sure you receive appointment confirmations and other communications from Safety First Swim. The client is responsible for remembering their appointment dates and times to avoid late arrivals, missed appointments and help us provide the best service to you and your child and avoid unnecessary cancellations.