

Sky Club Aquatics Policies and Procedures

Sky Club Fitness & Spa

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GENERAL POLICIES FOR BOTH PRIVATE AND GROUP SWIM INSTRUCTION

Payment Policy:

All payments are to be made in full at the time of purchase in order to assure your enrollment in a group class or private/semi-private instruction. Priority scheduling will go to those who pay upon registering. Once you complete the registration form and provide payment, you will receive a confirmation email and/or phone call from the Sky Club Aquatics Department regarding your enrollment in a class or private/semi-private instruction session. The Sky Club does not assume responsibility if the contact information on the registration form is incorrect.

There are no refunds.

There will be a \$25.00 service charge for each returned check or uncollected funds.

ALL LESSONS ARE NON-TRANSFERABLE.

Group Swim Lessons

Please refer to the latest swim session* schedule that outlines the requirements and prices of each swim instructional session. Prices and schedules may change per session.

Group Swim Lesson definition:

Group Swim Lessons consist of four (4) to six (6) students and one (1) swim instructor who instructs the group. The purpose of group swim lessons is to have a group of students of similar ages and capabilities learn together and encourage each other to perform certain tasks by either peer pressure or a developed friendship.

Baby Group Lessons:

Ages: 0 - 18 months
Duration: 30 minutes

Toddler Group Lessons:

Ages: 19 - 3 years
Duration: 30 minutes

Kids Group Lessons:

Ages: 3 - 6 years
Duration: 30 minutes
Levels: 1 - 3

Youth Group Lessons:

Ages: 7 - 10 years
Duration: 45 minutes
Levels: 4 - 6

Teen Group Lessons:

Ages: 11 - 17 years
Duration: 45 minutes
Levels: 7 - 10

Adult Group Lessons:

Ages: 18 + years
Duration: 1 hour

Absences

There is one (1) make-up lesson at the end of the session. This is intended for those who miss a class due to illness or an unforeseen occurrence in your personal life.

There are no “make-ups” allowed. If you miss a lesson due to circumstances not under the Sky Club’s control, there are no make-ups for that missed lesson.

Private and Semi-Private Swim Lessons:

Duration: 30 minutes

(The student may combine (2) two, thirty (30) minute segments of instruction into one (1) lesson.)

Private Swim Lesson definition:

Private Instruction is one-on-one instruction between the student and the instructor. This instruction is most advantageous for those who desire more concentrated and “private” instruction.

Semi-Private Lesson definition:

Semi-Private Instruction is with 2 - 3 students at one time which allows the students to learn at the same pace. It is recommended that the students be of similar levels and age however, not a requirement.

Scheduling Policy

Once you complete the registration form and provide payment, the Aquatics Department will try to accommodate your schedule and instructor (if applicable) requests on the registration form. If the form is incomplete in any way, this will delay the scheduling process. Once an instructor and schedule are confirmed, you will be notified by the Aquatics Department of the start date and time of the private/semi-private instruction. If you do not receive a confirmation from the Aquatics Department regarding the lesson, it has not been confirmed and don't assume otherwise.

To assure privacy of all concerned, there is to be no student - instructor direct exchange of personal information such as phone numbers, emails, etc. All communication regarding scheduling, payment and/or concerns must be directed and handled by the Aquatics Department. Direct communication with the instructor is only permitted before, during or after a scheduled swim lesson and must be made verbally and only concern swim instruction. All other issues must be directed to the Aquatics Department.

Cancellations or changes in schedule

If you wish to cancel a scheduled lesson, you must provide at least 24 hours prior notice to the Aquatics Department. This will be considered an *early cancel* and you will not be charged for the lesson.

All cancellations made less than 24 hours of notice will be considered a *late cancel* and you will therefore be charged for the lesson.

There is a limit of 3 early cancellations allowed in a 10-packet of private/semi-private swim lessons. Anything more will be considered a *late cancel* and you will be charged for the lesson.

If your instructor is not available for a scheduled lesson (ie: illness), you have a right to request a substitute instructor however, is not recommended. You will not be penalized due to instructor absences.

If you wish to change the agreed schedule, you must contact the Aquatics Department to do so. A change fee of \$25.00 will be applied to any changes to the contracted schedule.

Semi-Private lesson cancellations are complete cancellations. If there is a student who is part of a semi-private lesson who cancels, then the entire lesson is canceled. If there is one (1) student in a pair of two (2) students who wishes to continue the lesson, the student can purchase a private lesson at the prescribed rate. If there are three (3) students involved, they can continue the lesson however, the absent student will be charged the lesson.

Instructors

The intention of the Aquatics Department is to match the right instructor with the student. It is the desire of the Department to maintain an instructor to student relationship throughout the session and therefore, frowns against any changes of instructors at any time during the session.

However, there may be times that, due to unforeseeable circumstances, the instructor will become permanently unavailable. Therefore, another instructor will be assigned to the student.

The Sky Club does not guaranteed the same instructor for each student during a session.

If an instructor arrives late or does not show, please advise the Aquatics Department immediately so that proper disciplinary actions can take place.

You have the right, at any time, to request a different instructor.

The Sky Club reserves the right to terminate your membership or group or private/semi-private session without a refund if it is found you have discriminated against an instructor or lifeguard, verbally or physically abusive or show any signs of being intoxicated or under the influence of drugs.

*Sessions refer to multiple swim lessons either group or private/semi-private in which a client purchases for a specified period of time.

POOL POLICY

GENERAL

1. All swimmers **MUST** wear appropriate swim wear that is specifically made for swimming.
2. All swimmers **MUST** shower before entering the pool.
3. If your hair is longer than your ears, you **MUST** wear a swim cap.
4. If there is any sign of illness, open wounds or injury, you will not be permitted to enter the pool.
5. No glass or food allowed in the pool area. If you are found to have the latter, your swim privileges will be revoked and there will be no refund.
6. No changing of clothes pool side. Use only designated areas in which to change clothes.
7. Guest privileges may be limited or unavailable based upon capacity.
8. No street shoes allowed poolside. Please remove upon entering the pool area or wear the blue shoe covers provided.
9. Only registered family members will be permitted in the pool area. All others are subject to guest fees.
10. **YOU WILL BE DENIED ACCESS IF SUSPECTED OF DRUG OR ALCOHOL USE.**

CHILDREN

11. Children under the age of 18 are **ONLY** permitted during family swim or group lessons. No child under the age of 18 is allowed to swim in a designated lap lane.
12. No children under the age of 18 permitted in the Steam Room or European Spa.
13. No children under the age of 18 permitted on the outside deck.
14. Children are not allowed to use any of the swim equipment such as noodles, kickboards, barbells, etc. during Family Swim.
15. The maximum ratio of children per adult is 2.

LAP SWIM

16. There will be one designated lane for lap swim at all times.
17. Limit of 2 adults in each lane
18. Circle swim for 2 adults in each lane unless otherwise agreed to by both persons
19. If there is a wait, a limit of 30 minutes per person during lap swim
20. Swim equipment must be properly used. If found otherwise, your swim privileges will be revoked.
21. There will be no walking, running or otherwise in a lap lane. The lap lane is solely to be used for lap swimming.

PHOTOGRAPHY

There is to be no photography or video of any kind to be taken during swim lessons. This is to protect the privacy of other students and eliminates disruption. If you wish to take any kind of video or photograph of your child, you may do so, with the permission of the Sky Club, at a time where the instructor can be seen privately instructing your child without others in the background.