



Mountain Kids Swim Lessons
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Policy

Terms & Conditions - CBVI

Please read thoroughly before agreeing to the following 6 terms of booking.

1. Registration & Payment: I agree to read the online policies and waiver, enroll into the lesson time offered, and provide full payment via e-transfer within 24 hours of receiving my confirmation email in order to secure the lesson set, otherwise the lesson time will be offered to the next family. I agree that the registration fee is non-refundable in all cases, and that full payment is also non-refundable, except in extenuating circumstances as detailed below.

2. Pool Use: I agree that at least one adult (per lesson) will remain present for the duration of the lesson, for safety reasons. I understand that the pool usage fee is paid in advance, along with the registration fee, lesson fee and tax, at a rate of \$5.00 per swimmer, per lesson for privates, semi-privates and family lessons, and \$3.50 per swimmer, per lesson for baby and toddler classes (spectators and family members are included). While it is not common, hotel guests may also be sharing the pool or hot tub during lesson times on weekday afternoons.

3. Lesson Time: I agree to arrive with swimmer(s) prepared to begin their lesson on time; ready in their swimsuit and goggles (recommended, but not required), with long hair tied back. Change rooms with showers and toilets are available on deck, and I agree that **anyone entering the water must have a shower prior**, as per facility requirements. The hot tub is available for parents/guardians (and siblings) to use if desired during lesson time only, as long as it's not distracting to your swimmer. Swimmers may use the hot tub (not main pool) up to a maximum of 15 minutes to warm up after their lesson - only with parent/guardian supervision (within arm's reach). Parents/guardians of swimmers in baby and toddler classes must maintain close contact and remain responsible for their safety at all times. Please bring your own swim diapers for swimmers who require them.

4. Program and Assessment: I agree that I am responsible to read all email or text communication so that I am aware of any changes to lessons or cancellations. Swimmer(s) will be assessed during their first lesson and work their way through water safety and swim skills at their own pace. I understand that Lifesaving Society booklets will NOT be provided, as we prefer to have a stronger focus on survival swimming first, being able to tailor skill progressions to each swimmer, as well as building confidence and competence in and around the water. I agree to consult the Instructor, in advance, with any specific requests or goals for their learning. Feedback on swimmer progress can be requested at any point.

5. Health Agreement: I agree NOT to attend if the swimmer(s) have recently had diarrhea, or has been diagnosed with (or suspected to have) any contagious virus, cold or flu, including the novel coronavirus (COVID-19), or has been in contact with someone who has, or has shown related symptoms, or has been advised to isolate - all current health and immigration policies must be followed. This is especially important so your Instructor doesn't get sick, and then everyone misses out. I (parent/guardian) will explain the importance of not spitting water, mouthing toys, sneezing on, or touching faces. I agree that the swimmer(s) and their parent/guardian are attending lessons at their own risk.

6. Cancellation Policies:

- I agree that we are available to attend ALL lesson times offered and agree to "**Submit an Absence**" on the **Parent Portal** if I cannot attend, with as much advance notice as possible.
- I agree that Mountain Kids Swim Lessons may need to make adjustments to lesson times, dates or locations; as much notice as possible will be provided.
- With 48 hours' notice AND in extenuating circumstances (such as serious illnesses, injuries or emergencies - not vacations), Mountain Kids Swim Lessons will endeavor to find a replacement for your lesson in order to provide a makeup lesson at a later time. This is NOT possible for semi-privates if 1 swimmer out of 2 cannot attend, unless BOTH swimmer families agree that an alternative swimmer can fill the single spot (if a suitable one is available), OR, both swimmers can choose to cancel in order to try to

find a double replacement (often easier), with no guarantees. For Baby/Toddler class absences, please provide AT LEAST 12 hours notice (on the Parent Portal), as we have drop in toddlers who MAY be available to take your spot to provide you with a credit for a makeup lesson, with no guarantees.

- If the Instructor needs to cancel a lesson day due to illness, injury or emergency; lessons/classes will be rescheduled to the makeup week (dates listed on website). I agree that I will remain available to attend during these dates. If further cancellations are necessary, either a credit for a makeup lesson will be provided, or a refund will be provided if no suitable makeup date is available. No other makeup lesson options are currently available.
- While communication with the hotel will be frequent, if cancellations are necessary on the part of Canada's Best Value Inn, Fernie, such as for pool maintenance issues, temperature drops, unplanned pool/hotel closures or restrictions, unscheduled usage, over capacity with hotel guests or availability changes, or pool fouls - no makeup lessons or refunds will be provided if LESS THAN 4 hours' notice is available. If 4-24 hours' notice is available - lessons will be rescheduled to the makeup week, but if the makeup week is already full and another makeup lesson is not available, then a 50% refund will be provided for that lesson. If OVER 24 hours' notice is available - lessons will be rescheduled to the makeup week, but if the makeup week is already full and another makeup lesson is not available, then a 100% refund will be provided for that lesson.
- In the case of extreme weather events when there are full road closures or no-travel advisories (not just cold temperatures) - lessons will be rescheduled to the makeup week if the Instructor cannot travel, but if the makeup week is already full and another makeup lesson is not available, then a 50% refund will be provided for that lesson.

UPDATED:

Feb 13, 2024