



Mountain Kids Swim Lessons
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Policy

Terms & Conditions - Summer 2025

[Please read thoroughly before agreeing to the following 6 terms and conditions 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 48 hours of receiving my confirmation email in order to secure the lesson set, otherwise the lesson time will be offered to the next person. The total amount is shown when booking, and the balance also shown on your family profile. I agree that the registration fee is non-refundable in all cases, and that full payment is non-refundable except in extenuating circumstances as detailed below, and only if another swimmer is available to take your spot.

2. Lesson Time: I agree to arrive with swimmer(s) prepared to begin lessons on time, meeting at the Mountain Kids Swim Lessons equipment box near the shoreline. Please be ready with swimsuit, sun protection, towel, long hair tied back (recommended), and goggles (if desired) - no puddle jumpers or lifejackets please. I agree that we are available to attend all lesson times offered and agree to remain present for the duration of the lesson and be within viewing distance at all times for safety reasons, or if the swimmer needs to be escorted to the toilets.

3. Progress and Assessment: I agree that I am responsible for reading 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 - with a focus on survival swimming, open water safety skills and endurance. I agree to consult the Instructor, in advance, with any specific requests or goals for their learning. I understand that Red Cross/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. Verbal feedback on your swimmer's progress will be provided on their final lesson day.

4. Suitability: I understand that the recommended age is 4 years+ for private/semi-private lessons. For small group classes, we recommend swimmers be 7-15 years and must be able to swim at least 25m front crawl and back, crawl, can tread water at least 1 minute and be competent in deep water. Lesson swaps are generally not available if swimmer ability was not provided correctly. If there is not enough similar swimmers available at the same time/set to make up a small group class, you may be offered a semi-private lesson instead, with costs adjusted accordingly.

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 the Instructors don't get sick, because then everyone misses out. I (parent/guardian) will explain the importance of not spitting water, mouthing equipment, 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.
- With 48 hours notice AND in extenuating circumstances (such as serious illnesses, injuries or emergencies), Mountain Kids Swim Lessons will endeavor to find a replacement swimmer for your lesson spot in order to provide a refund, with no guarantees.
- If the Instructor needs to cancel due to hazardous weather, illness, injury, emergency or similar; lessons will be rescheduled to the makeup days at the end of the week (Set 1: July 4 & 11, Set 2: July 18 & 25, Set 3: August 8 & 15). If further cancellations are necessary, a 50% refund will be provided. No other makeup lesson options are currently available due to restricted Summer season length, though we will try our best to find alternatives if possible.

- I understand that lessons will run in the wind or light rain, but not with lightning, heavy rain, high smoke or other hazards. If lessons are cancelled in advance due to hazardous weather, Instructor illness or similar (at least 2 hours before the start of the first lesson time); lessons will be rescheduled to the relevant makeup day, or a 50% refund provided if the makeup day is already scheduled. While local weather reports will be routinely monitored, if cancellations are necessary due to hazardous weather, Instructor illness/injury, emergencies or conditions changing during the lesson day (i.e. after the start of the first lesson time), lessons may be cancelled for the rest of the day if necessary, with no refund provided.
- I agree that Mountain Kids Swim Lessons may need to make adjustments to Instructors, lesson times, dates or locations. As much notice as possible will be provided.

UPDATED:

Mar 21, 2025