



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 non-refundable, except in extenuating circumstances as detailed below.

2. Pool Use Fees: I understand that the pool usage fee will need to be paid in advance, along with the registration and lesson fees, 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 toddler classes. Spectators and family members are included. This amount is not taxed and will be paid to Canada's Best Value Inn.

3. Lesson Time: I agree to arrive on the pool deck (enter via pale yellow side door) with swimmer(s) prepared to begin their lesson on time; ready in their swimsuit and goggles (recommended, but not required), with medium and long hair tied back. Change rooms/showers are available on deck. No puddle jumpers or lifejackets please.

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 and building confidence first. I agree to consult the Instructor, in advance, with any specific requests or goals for their learning.

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.
- 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 for your lesson in order to provide a credit or lesson swap. This is NOT possible 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.
- If the Instructor needs to cancel due to illness, injury or emergency; lessons will be rescheduled to the makeup week during November 13-16. If further cancellations are necessary, either a credit for a makeup lesson will be provided (for a cancellation spot), or a refund will be provided. No other makeup lesson options are currently available due to restricted pool schedules.
- I agree that Mountain Kids Swim Lessons may need to make adjustments to lesson times, dates or locations, such as for changes in COVID-19 restrictions, extreme weather incidents, or hotel pool changes. As much notice as possible will be provided.
- 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, 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 - a 50% refund will be provided, if a makeup lesson is not available. If advance notice OVER 24 hours is available, we will do our best to find a reasonable alternate solution on a case-by-case basis, with refunds provided if necessary.

UPDATED:

Aug 21, 2023