



Mountain Kids Swim Lessons
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Policy

Terms & Conditions - FAC

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 48 hours of receiving my confirmation email in order to secure the lesson set, otherwise the lesson time will be offered to the next family. The total amount is shown on the website, when booking, and the balance is shown on your Jackrabbit Family Profile. 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, and only if another swimmer is available to take your spot.

2. Pool Use: I understand that the pool usage fee is paid in advance, along with the registration fee, lesson fee and tax. The total amount is shown when booking, and the balance also shown on your family profile. I understand that for lessons between 9am and 11.30am, there is no public access to any of the pools, except for a strict 2 minute warm up in the hot tub after lessons. Spectators are allowed. For lessons after 11.30am you may choose to stay and use the facility after your lesson, but the facility entrance fee will need to be paid for each family member getting in the water. Swimmers under 7 years must have an adult with them in the water, an arms reach away at all times.

3. Lesson Time: I agree to arrive with swimmer(s) prepared to begin their lesson on time (meeting on the pool deck at the shallow end of the big pool); ready in their swimsuit and goggles (recommended, but not required), with long hair tied back. Change rooms with showers and toilets are available, and I agree that **anyone entering the water must have a shower prior**, as per facility requirements.

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, 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.

7. 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 on the Parent Portal (no texts) 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 makeup lesson/swap, with no guarantees. This is NOT possible for semi-privates if 1 swimmer out of 2 cannot attend, unless BOTH swimmer families choose to cancel in order to try to find a double replacement (often easier) in order to provide a makeup lesson/swap, with no guarantees.
- If the Instructor needs to cancel a lesson day due to illness, injury or emergency; we will do our best to book an alternative makeup lesson date (as there is no set makeup week date due to rental booking

requirements), otherwise a credit for a makeup lesson/class will be provided on your account.

- While the City of Fernie website will be routinely monitored, if cancellations are necessary on the part of the Fernie Aquatic Center, such as for pool maintenance issues, temperature drops, unplanned pool closures or restrictions, unscheduled usage, availability changes, or pool fouls - no makeup lessons or refunds will be provided if LESS THAN 4 hours' notice is available. If MORE THAN 4 hours' notice is available - we will do our best to book an alternative makeup lesson date (as there is no set makeup week date due to rental booking requirements), otherwise a credit for a makeup lesson/class will be provided on your account.
- In the case of extreme weather events when there are full road closures or no-travel advisories (not just cold temperatures) -we will do our best to book an alternative makeup lesson date (as there is no set makeup week date due to rental booking requirements), otherwise a credit for a makeup lesson/class will be provided on your account.
- In the case of a partial or full set cancellation - a credit will be issued to your account to be used for future lessons, no refunds will be provided.

UPDATED:

Jul 29, 2024