

Payment Policy

- Tuition is due on the **28th of each month** to secure your spot for the upcoming month
- Invoices will be sent out on the 20th of each month to summarize your upcoming charges, if you have any concerns or questions please respond to the email
- If tuition is not paid in full by the 3rd of each month, there will be a \$20 late fee added to your account*
*To avoid late fees, we encourage families to keep their credit cards on our secured file as the tuition is charged automatically
- Payments may be pro-rated under the following conditions: lessons start after the 1st of the month, out of town for more than a week, holidays, emergency **
** Will be a subject to determine by Planet Swim

Refunds/Enrollment and Withdrawal

- There are NO refunds for any reasons. Should you wish to withdraw from your classes prior to their end, a class credit will be placed on your Planet Swim account in the value of the remaining lessons
- In order to discontinue your enrollment for the upcoming month, please send an email to info@planetswim.org or billing@planetswimschool.org requesting to place a hold on your account **BEFORE the 28th of the month**. This request will prevent us from charging your account and will allow us to offer your spot to another child that might be on the waiting list
- If you fail to notify us before the 28th and your account has already been charged, you will receive a class credit in the full amount to your Planet Swim account
- Class credit can be used at any time within a one-year period

Missed classes/Cancellations/Make-up options

- If your child is unable to attend class, please call or email us at your earliest convenience so our instructors are aware of any last minute changes!
- You are eligible for ONE make up per month due to your absence and up to TWO make ups per month due to weather and/or accident related cancellations
- In case of inclement weather our staff will contact the parents via phone to cancel the lessons about 20-30 minutes prior to their start. Please understand that we cannot control the weather and that we will do our best to notify you in a timely manner
- Parents are responsible for scheduling make-ups due to absences and cancellations. You can do so by directly arranging them with your instructor or in the office. Make-ups will expire at the end of the month and WILL NOT roll over to the next month unless scheduled otherwise with our staff
- There will be NO make-up lesson for a missed make-up
- Make-up schedule depends on our current availability, we do NOT guarantee the same instructor nor the same type of a lesson

Enrollment During 5-week Months

- Your tuition is based on a monthly fee for 4, 8 or 12 lessons per month with certain months having 5 weeks. If you complete your prepaid number of lessons before the month is over, you will NOT have a lesson in the 5th week unless you would like to add an EXTRA lesson to your account. If not, you will restart your enrollment again the following month at your regular time.
- Due to high demand of lessons we use these 5th weeks as easy make-up days for anyone that has an absence or their lesson has been cancelled. ALL make-ups have to be scheduled with your instructor or in our office!

Swim Store Return Policy

- Items must be returned within 15 days of purchase to be eligible for replacement or credit to your Planet Swim account
- Our Return Policy applies to defective items ONLY

Pool Area Safety

- We kindly ask parents, siblings, and visitors to stay off of the pool deck area during lessons, there is an observation deck that allows you to watch your child during their class.
- Parents/ care-takers shouldn't feel obligated to stay at the pool during their child's lesson, however, they are responsible for their child for the time before and after their lesson.
- Observers are not to talk to their children while in class. If you need to remove your child early from the class, please, either directly notify the instructor or speak with someone in the office to notify them for you.
- Any swimmer who misbehaves during class will be asked to sit down in 'time out'. If the situation continues, parents will be notified to assist in determining whether the child should continue class. We teach from a positive approach but cannot tolerate potentially dangerous behavioral situations.
Our definition of "time out": Swimmers will be asked to sit down and regroup before joining their class again. We will handle it in a positive manner so that safety and learning can be reinforced.
- Swimmers are not allowed to use the swimming equipment before or after class.

Class Preparation

- Hair: Long hair must be pulled back and secured under designated Planet Swim School cap during class.
- Jewelry: Do not wear rings, bracelets, watches, necklaces, or long earrings to class. Please leave your jewelry and valuables at home as we are not responsible for lost or damaged items.
- Arrival: We ask that children arrive promptly at the beginning of their class.
- Swim Lessons Gear: All of our swimmers must bring swimwear and a towel, goggles are recommended.
- Double Layer Policy for Non-potty Trained Swimmers: As we try to provide a safe and clean environment for our swimmers, each non-potty trained child is required to wear a disposable/reusable swim diaper and a non-disposable swim diaper to assure a double layer of protection. Reusable swim diaper can be purchased at any major stores like Target or Walmart.

For questions or additional assistance please call:

Phone: (904) 285-7545

272 Alta Mar Drive

Ponte Vedra Beach, FL 32082

info@planetswim.org

www.planetswim.org