



Quest Swim School – Policies, Procedures, and Daily Operations (Cheat Sheet)

1. This document serves as supplemental information. Please refer to the Quest Swimming website (www.questswimming.com) for more detailed info on the Quest Swim School. The FAQ page can be found at the QR code above.
2. Billing occurs on the 1st of the month. Pricing is based on 4 lessons per month. If you are scheduled for 5 lessons in a month, you get the 5th one for free. If you are scheduled to receive less than 4 lessons in a month, your monthly payment is prorated. Please refer to the calendar (on the Quest Swimming website) to see planned holiday closings throughout the year.
3. We provide tokens for sicknesses, facility issues, or inclement weather. Any other miss is considered an “unexcused” absence and will not receive a token (vacations, birthday parties, etc.)
4. Please contact us ASAP (email paper trail is preferable) to report a sickness and receive a token.
5. You can always log in to your Captyn account to see how many tokens you have in your account.
6. Tokens never expire and are tied to your family account – not to a specific participant. Tokens can only be redeemed if you are currently enrolled in the Quest Swim School.
7. How to redeem a token:
 - a. You can use a token for 20% off (10% off in Quest Prep) of an upcoming invoice. Credit will be added to your account for next month’s membership fees. Please contact CoachChad@QuestSwimming.com or SwimSchool@QuestSwimming.com to redeem a token for a discount. Please do so by the 25th of the month (for the following month).
 - b. Group Lesson: Log-on to Captyn and find a class at a different day/time than your normally scheduled class. Email us the day/time/level of the class you’d like to join and we will manually add you to that class.
 - c. Private Lesson: Email your private lesson instructor (or Chad/Anastasia) and set-up a day/time for your make-up lesson. Private Lesson make-ups are based on instructor availability and pool space.
8. The Quest Swim School does not provide refunds. If you feel you have a unique situation, contact CoachChad@QuestSwimming.com.
9. You can schedule your cancellation in advance via Captyn (or contact us). If you schedule a cancellation for a future date (prior to the first of that month) you will only be charged for classes that you are scheduled to take.
10. We will always try and do everything we can to have a swim lesson as long as the situation is safe. However, if/when we cancel a lesson due to inclement weather, we will contact the email and phone number on the Captyn account via email and text with a cancellation announcement.

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