



Quince Orchard **SWIM**  
**ACADEMY**

*Where Champions are Made.*

# **QOSA Policies**

# Learn-to-Swim Lessons / Stroke Clinic / Swim Team Prep

## Scheduling

- Each swimmer is required to register for specific days and times according to their swim lesson level.
- If a schedule conflict arises and you can no longer attend your selected day and time, you may request a schedule change to days or times where we have openings through our Captyn platform at [QOSwim.captyn.com](http://QOSwim.captyn.com).

## Communication

- Please send all inquiries to [QOSwim@ccacc-dc.org](mailto:QOSwim@ccacc-dc.org). Allow 48 business hours for a reply.
- Alternatively, you can send a message via [QOSwim.com](http://QOSwim.com) using the Contact Us form.

## Make-Up Policy

- Should you miss a practice due to a personal conflict or weather closure, you may schedule a make-up during the designated make-up week. We can also accept make-ups during regular classes that still have openings.
  - Make Up Weeks:
    - Summer Session: 8/17-8/23/2026
    - Fall Session: 11/30-12/6/2026
    - Winter Session: 2/15-2/21/2027
    - Spring Session: 5/3-5/9/2027
- The sign up will be distributed to registered swimmers.

## Cancellation Policy

- Each session is a 10-week commitment to the held spot with no credit or refunds for personal absences or failure to attend for personal reasons.
- **Membership Fees:** Non-refundable
- **Before Session Starts:** If you request to be dropped from the program before the session begins, there is a \$25 cancellation fee along with a 4% processing fee from your total invoice that will be deducted from the refund total. The membership fee is non refundable.
- **After Session Starts:** There are no refunds once the session starts.
- **Medical Cancellations:** We will credit for unused lessons that cannot be made up due to illness or medical injury with a doctor's note.

## Weather Policy

- QOSA will have closure days/hours due to high wind warnings or snow, following the MCPS snow policies.
  - QOSA closures due to inclement weather will be available to be rescheduled during the Makeup weeks provided.
- QOSA will also close for 30 minutes for thunder.

# Competitive Team

## Scheduling

- Each swimmer is required to register for specific days and times according to their assigned group.
- If a schedule conflict arises and you can no longer attend your selected day and time, you may request a schedule change to days or times where we have openings through our Captyn platform at [QOSwim.captyn.com](http://QOSwim.captyn.com).

## Communication

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- Alternatively, you can send a message via [QOSwim.com](http://QOSwim.com) using the Contact Us form.
- You can also email your coach directly or contact Head Coaches
- Shannon English [Shannon.english@ccacc-dc.org](mailto:Shannon.english@ccacc-dc.org) or Kyle Brown [kyle.Brown@ccacc-dc.org](mailto:kyle.Brown@ccacc-dc.org)

## Missed Practice Policy

- Team group spots are limited, and regular practice attendance is required to maintain your space within the designated group. Team swimming is a 33-week commitment and requires dedication. A missed practice does not automatically qualify you to reschedule however we will do our best to accommodate necessary rescheduling.
- Missed practices due to illness, injury, weather, or practice cancellations may be rescheduled to another open practice within that week. Missed practices will not be accumulated to be rescheduled at a later date.
- Missed practices are only to be scheduled in your designated group times.
- Requests for rescheduling missed practices are limited to open practice times on a first come first serve basis by emailing [QOSwim@ccacc-dc.org](mailto:QOSwim@ccacc-dc.org).

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