



Swim School Policies: Group Lessons

Please read the following policies carefully to familiarize yourself with our program.

Policies are agreed upon at the completion of registration and through ALL participation in our Swim School program.

Registration:

All registrations must be completed through our online system. Late registrations will be accepted on an individual basis. Classes may be cancelled, combined or rescheduled based on enrollment numbers, lane space and instructor availability.

Financial Aid:

Scholarships are available to those who qualify. The criteria is based on Everett School District's Free & Reduced School Lunch Program. Please contact the Office or Lessons Manager for more information.

One Spot per Child:

Do NOT register for more than a single spot per swimmer, including waitlist spots. Our program is designed to prepare children for club or recreation swim teams at an appropriate progression rate. ***Multiple and simultaneous registrations for the same swimmer will be cancelled with no credit or refund.*** If you feel your swimmer needs more time in the water, please consider Private Lessons or talk to our Swim School Managers for recommendations.

Swimmer Age Requirements:

To maintain program quality and ensure swimmer safety, all participants must meet the age requirements listed for each level. Incorrect registrations that do not meet our age requirements will be cancelled with no refund or credit.

**Waitlists:**

If your desired class time is full, you may sign up for a waitlist spot. If a spot becomes available, your waitlist spot will be automatically approved with your payment processed at that time. ***DO NOT register for a waitlist spot if you are enrolled in another day/time spot.*** Multiple and simultaneous registrations for the same swimmer will be automatically cancelled with no credit or refund, this includes waitlist spots.

Move Requests:

Move requests can only be made within the same session and as space allows. Move requests from one session to another will automatically be declined.

No Make-Up Class Policy:

Our program structure does not allow for any make-up classes. Credits for missed classes will ONLY be issued if meeting our Extended Illness Policy criteria (see below) and a doctor's note is provided.

Cancellation Policy:

ALL cancellations MUST be received more than 72 hours prior to the first class or meet our Extended Illness Policy criteria to receive a partial credit. Any cancellations within 72 hours of the first class or after the class has started will not receive any credit or refund. Incorrect level placement and multiple registrations for the same swimmer will be cancelled with no refund or credit.

No Refund Policy:

We do not give refunds. In some circumstances we will apply WEST Credit to your account to be used at a later date.

**Credit Policy:**

WEST Credits will be issued for extended illness (see below) and pool closures only. Credits may be applied toward future group lessons, private lessons or other WEST Programs and are non-transferable.

Extended Illness Policy:

If your child is sick or injured and misses two (2) or more consecutive classes, a credit will be issued when a doctor's note is presented. The doctor's note must include the dates that the child was not allowed to be in class. Credits cannot exceed 50% of total registration fee.

Swim Attire:

Swim suits must be worn and all swim attire must be designed for swimming. Improper fabrics can become a safety risk or damage our pool equipment. Avoid wetsuits as they provide buoyancy and give a false sense of body awareness. Avoid shirts and loose fitting swimsuits as they create drag resistance which weighs swimmers down and makes it harder to move through the water.

Spectators:

We ask no more than 2 spectators per family watch lessons from the pool deck, as space is limited. Spectators MUST remain behind the white line on the pool deck and follow all posted rules and staff requests. Parents/Guardians must remain on facility grounds for the entirety of the child's lesson.

**Parent/Guardian Etiquette:**

Please do not coach or instruct your child from the benches. If you have questions, please speak with the Lessons Manager and avoid talking directly to our instructors so they may remain focused on the swimmers at all times. Please keep conversation at a respectful volume when on the pool deck, in the locker rooms and lobby area.

Deck Changing:

Changing your bathing suit and/or clothes in public is against USA Swimming SafeSport & WEST's Minor Athlete Protection Program. There are family changing stalls at the far end of the deck. Children ages 6 years and older MUST use their gender assigned locker room or the curtained changing areas at the end of the pool deck.

Locker Room Use:

The locker room is NOT a place to hang out. Please limit showers to 2 minutes, especially during busy times.

NO Cell Phones in Changing Areas:

ALL CELL PHONE use in the locker rooms is a violation of WEST Policy, USA Swimming's Code of Conduct and Washington State Law. It will not be tolerated and is for the safety and comfort of all WEST patrons.

Children 6 years and Older Must Use Gender Assigned Locker Rooms:

ONLY children 5 years and younger may accompany their parent/guardian in the opposite gender locker room. There are private changing stalls at the end of the pool deck for your convenience and comfort.

See Something - Say Something:

Report any and all suspicious or concerning behavior to WEST Staff IMMEDIATELY.



Swim School Policies: Private Lessons

Please read the following policies carefully to familiarize yourself with our program. Policies are agreed upon at the completion of registration and through ALL participation in our Swim School program.

Registration:

All registrations must be completed through our online system.

Add-On Additional Swimmers:

Private Lessons can be turned into Semi-Private Lessons by purchasing Add-Ons at checkout. Additional swimmers name and skill level must be listed in the Info Request upon checkout. ALL swimmers in a Semi-Private Lesson must be at similar skill or adjacent class levels.

Move Request / Cancellation Policy:

ALL Move Requests or Cancellations MUST be received more than 72 hours prior to the Private Lesson time to receive a 50% partial credit. *Any cancellations within 72 hours of the Private Lesson time will receive NO CREDIT OR REFUND. Any Move Requests within 72 hours of the Private Lesson will automatically be declined and will receive NO CREDIT OR REFUND.* We must give our instructors minimum notice of their work schedule changes and are obligated to pay them. We CANNOT offer any credit for ANY changes within 72 hours of the Private Lesson regardless of circumstance.

No Refund Policy:

We do not give refunds. In some circumstances we will apply WEST Credit to your account to be used at a later date.

No Make-Up Class Policy:

Our program structure does not allow for any make-up classes.

**Credit Policy:**

WEST Credits will only be issued for WEST initiated cancellations (due to unforeseen instructor or pool availability changes). Credits may be applied toward future group lessons, private lessons or other WEST Programs and are non-transferable.

Swim Attire:

Swimsuits must be worn and all swim attire must be designed for swimming. Improper fabrics can become a safety risk or damage our pool equipment. Avoid wetsuits as they provide buoyancy and give a false sense of body awareness. Avoid shirts and loose fitting swimsuits as they create drag resistance which weighs swimmers down and makes it harder to move through the water.

Spectators:

We ask no more than 2 spectators per family watch lessons from the pool deck, as space is limited. Spectators **MUST** remain behind the white line on the pool deck and follow all posted rules and staff requests. Parents/Guardians must remain on facility grounds for the entirety of the child's lesson.

Parent/Guardian Etiquette:

Please do not coach or instruct your child from the benches. If you have questions, please speak with the Lessons Manager and avoid talking directly to our instructors so they may remain focused on the swimmers at all times. Please keep conversation at a respectful volume when on the pool deck, in the locker rooms and lobby area.

Deck Changing:

Changing your bathing suit and/or clothes in public is against USA Swimming SafeSport & WEST's Minor Athlete Protection Program. There are family changing stalls at the far end of the deck. Children ages 6 years and older **MUST** use their gender assigned locker room or the curtained changing areas at the end of the pool deck.

Locker Room Use:

The locker room is **NOT** a place to hang out. Please limit showers to 2 minutes, especially when it is busy.



NO Cell Phones in Changing Areas:

ALL CELL PHONE use in the locker rooms is a violation of WEST Policy, USA Swimming's Code of Conduct and Washington State Law. It will not be tolerated and is for the safety and comfort of all WEST patrons.

Children 6 years and Older Must Use Gender Assigned Locker Rooms:

ONLY children 5 years and younger may accompany their parent/guardian in the opposite gender locker room. There are private changing stalls at the end of the pool deck for your convenience and comfort.

See Something - Say Something:

Report any and all suspicious or concerning behavior to WEST Staff IMMEDIATELY.