



# HOUSTON SWIM CLUB

**Sharpstown**  
**713-774-SWIM**

**Sugar Land**  
**281-313-SWIM**

**Katy**  
**281-579-SWIM**

**Pearland**  
**713-434-SWIM**

**Cypress**  
**281-807-SWIM**

**www.houstonswimclub.com**

## POLICIES & PROCEDURES

### FAMILY MEMBERSHIPS

- There is a non-refundable **\$50 family membership fee** due each calendar year.
- Membership fee benefits include:
  - Free HSC t-shirt for each enrolled swimmer
  - Free admission to HSC Open Swim events (*schedules may vary by location*)
  - Free HSC swim diaper (*when applicable*)
- A portion of each membership fee goes to scholarships for swimmers with special needs.
- Our insurance requires each family to complete an *Informed Consent & Waiver* form prior to their first lesson.

### TUITION

Payments for all classes are due in full upon enrollment. Monthly tuition will vary based upon the day you choose to attend and on the number of classes available in a calendar month. Tuition will only be pro-rated when you start your first month in the middle of a session.

Once you have signed up for a monthly session (1, 2, 3 days per week), **tuition must be pre-paid by the 21<sup>st</sup> of the preceding month** in order to keep your child's spot for the next month. (E.g. February payment must be received by January 21<sup>st</sup>.) A late fee of \$20 per student will be applied if payment is received after the 21<sup>st</sup>. Failure to pay by the 25<sup>th</sup> will result in your child being dropped from the class. New students will then be allowed to register, and students who have been dropped may re-enroll on the last day of the month.

*\*There is a \$30 fee for each returned check.*

### AUTOPAY PROGRAM

Enroll to receive a 5% discount on all monthly classes! (*see office for authorization form*)

### HSC CLOSURE DATES \*Check our website for exact calendar dates.

New Year's Break	Good Friday & Easter Saturday	Memorial Day Weekend (Sat & Mon)	July 4 <sup>th</sup> Break
Labor Day Weekend (Sat & Mon)	Halloween	Thanksgiving Break	Christmas Break

### MAKE-UP POLICY

Yes, we offer make-up lessons! Please call us prior to your child's scheduled lesson to report their absence.

#### **Everyday Classes:**

- 2 free make-ups allowed per session

#### **Monthly Classes:**

*\* The total number of make-ups your child will receive is equal to the number of days they swim per week, regardless of the number of absences they have.*

- Swims once per week = 1 make-up allowed per month (\$10 charge)
- Swims twice per week = 2 make-ups allowed per month (1<sup>st</sup> free, 2<sup>nd</sup> \$10 charge)
- Swims three times per week = 3 make-ups allowed per month (1<sup>st</sup> free, 2<sup>nd</sup> and 3<sup>rd</sup> \$10 charge each)

- Private lessons cannot be guaranteed a private make-up.
- Special make-up classes are available on Fridays and typically the first and third Saturdays of each month.
- **Make-ups cancelled within 48 hrs of the scheduled lesson will be charged a second \$10 make-up fee in order to be rescheduled.** While we understand that illnesses cannot be predicted, please understand the spot has been reserved for your child and cannot be booked by another student with such short notice.
- Missed make-ups will not be rescheduled.
- All make-ups must be taken within 60 days of the date of the absence.

## **SCHEDULE CHANGE POLICY**

Schedule changes made on or after the 1<sup>st</sup> of the month will result in a \$20 change fee per student, per class. This does not apply to a change initiated by a HSC staff member.

## **CANCELLATION POLICY**

Any cancellation made within 72 hours of the beginning of a session or after the session has begun is subject to a \$20.00 cancellation fee per student, per class. A credit for the remaining classes, less the cancellation fees (if applicable) will be considered for a future HSC credit. In the event that more than four lessons are missed during a session due to extenuating circumstances, HSC's Directors will review each situation on a case by case basis, as long as advance notice to HSC has been provided. **We have a no refund policy.**

## **POTTY POLICY**

**Your child will not be allowed to enter the pool if this policy is not followed.** In the interest of the health and safety of all students in our program, HSC requires all swimmers under the age of 3 AND children over the age of 3 who are not fully potty trained to wear a reusable swim diaper. While we require 1, we strongly recommend the use of 2 reusable swim diapers. The swim diaper(s) must be an HSC-approved brand. The first one is complimentary and additional ones can be purchased in the office.

**\*In the event that a child has an accident, they will be required to adhere to the potty policy, which may include the need to wear 2 swim diapers. Length of time to be determined by HSC management.**

## **HEALTH CONCERNS**

- **Please notify us of any severe allergies your child has.**
- If your child has a fever, diarrhea or a contagious illness, please stay at home until the illness has subsided. If you are unsure, please consult your physician for the proper course of action.
- Please avoid milk, dairy products, spicy foods, and large meals before lessons.
- Please remove band-aids before entering the pool, keep your child's nails trimmed, and hair pulled back.
- We recommend consulting with your physician about treating your child's ear after their swimming lesson.

## **INSTRUCTOR INFORMATION**

Since our lessons run consecutively there may not always be time before or after your child's lesson to speak directly with the instructor. If you're interested in communicating with your child's instructor, then stop by the office or visit our website to fill out a communicator form.

All instructor requests will be considered, but may not always be honored due to scheduling constraints and class availability. When an instructor is absent, a substitute will be provided. Please be open-minded about new instructors/substitutes so that your child will be as well. All teachers are trained in the same curriculum; therefore, swimming with a different instructor will not hinder your child's progress.

## **AWARD SYSTEM**

Students enrolled in a 2-week session will receive a certificate at the end of the session. Students enrolled in monthly classes will receive level awards as they are earned. Following a promotion, please contact the office to schedule your child in their new level.

## **FACILITY RULES**

- The following are not permitted on HSC premises:
  - Smoking
  - Glass Containers
  - Profanity
  - Alcohol
  - Pets
  - Reserving dressing rooms
- **Our insurance requires a responsible adult to remain on HSC premises for the duration of the lesson.** Parents are responsible for their children before, during, and after lessons.
- In order to avoid disrupting classes in session, we require parents to view lessons from our observation rooms.
- **If you have paid for a group lesson, and your child is the only one in the class, we will not cancel the class. Instead, your child will receive a 20-minute private lesson for the same group rate.**
- Parent/Child classes: Please wait for your instructor to give you permission to enter the water.
- YES, WE SWIM WHEN IT RAINS!

## **WELCOME TO OUR HSC FAMILY!**

*Each lesson is guaranteed. If you are not satisfied with a lesson, please notify the Director **immediately** and we will gladly provide another lesson at no charge!*