



SWIM LESSON AGREEMENT

Thank you for choosing Brooklyn Lifestyle Athletic Club for your swim lessons! All of our swim instructors are required to maintain a current Water Safety Instructor certification through the American Red Cross.

1. Each swim lesson is based on a mutual time and lesson length agreed upon by the swim instructor and the client (i.e. Half-hour, Hour, Group, Private, Semi-Private.) Be sure you get the instructor's contact info as all scheduling is done individually between swim student and instructor.

2. Only BKLA employees who are ARC certified swim instructors may conduct swim lessons at this facility.

3. **No Show Policy:** Any client who does not show for a lesson will be charged for the appointment and a session will be deducted from their balance.

4. **Late policy:** Any client who is late for a lesson will only be taught for the remainder of the agreed upon lesson time frame. After 15 minutes, the swim instructor is not required to fulfill the lesson. It will be considered a "no show" and the client will be charged for the lesson. Any swim instructor who is late for a lesson should add on the missed amount of time to the end of the lesson. If this is not possible and the swim instructor is over 15 minutes late, there will be no charge for the lesson.

5. **Cancellation Policy:** As a professional courtesy there will be no charge on lessons cancelled with a 24 hour notice. Any cancellation less than 24 hours will be considered a "no show" and the client will be charged for the lesson. Prepaid lessons will remain on your account to be used for a later lesson within the expiration time period. We will take into consideration illness or last minute emergencies.

6. **Refund Policy:** All swim sales are FINAL. After purchase and booking of designated day and time slots, this slot can NOT be switched or changed to another day and/or time. I understand that no refunds or adjustments will be made for absences including, but not limited to illness, moving, etc. If BKLA finds it necessary to withdraw my child from the program, I will be charged for the full cost of swim academy. I understand and agree to incurring any losses due to my child's absence for any reason.

7. **Behavior Policy:** I understand that if my child(ren) exhibits behavior that adversely affects the experiences of other children, s/he will be withdrawn from the program and will be responsible for full payment. I understand that BKLA Swim Academy will not accept behavior, such as but not limited to, repeated profanity, disrespect, bigotry, bullying, fighting, inappropriate sexual behavior or any unsafe behaviors that are potentially harmful to my child or to others. I have discussed the policies of BKLA Swim Academy with my child so that my child understands that a consequence of unacceptable behavior could be withdrawal from the program. I understand that insubordination and disregard for authority could also lead to camp expulsion. I understand that the Aquatics Director will speak with children and parents once regarding any unacceptable behavior and if the behavior continues, a student could be withdrawn from the program. I have discussed in detail my expectations of my child and have stated that I, as parent/guardian and BKLA Swim Academy are in agreement.

8. You will receive **1 make up session**, instructors will notify you of the days these are offered.

9. PAYMENT IS REQUIRED PRIOR TO SWIM LESSON OR WITH YOUR CONSENT, WILL BE CHARGED TO YOUR ACCOUNT ON THE DAY OF YOUR LESSON. FOR YOUR CONVENIENCE, YOU MAY PURCHASE PACKAGES OF 5 LESSONS AT A DISCOUNTED RATE.

Front Desk. You may purchase swim lessons at the front desk using cash, check, credit card or credit card on file. Please tell the staff that you want to purchase swim lessons under your child's name if the lesson is for a child. You must also add your name and information as the master and sign the waiver for your child.

10. Any unused, pre-paid lessons will expire 4 months from purchase date.

Parent's Name: _____ Date: _____

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