



Welcome to your first swim lesson!

Here are some helpful hints as you join our family at the DeMont Family Swim School.

1. **Check in please!** Please wait in your car until 5-10 minutes before your lesson starts. Put on your masks, come in our front door, get a squirt of hand sanitizer, and find the next social distancing circle to stand on. Our friendly front door guide will get you checked in and escort you to the lobby area when it is time!
2. **Enter the pool through the lobby door.** Swimmers will be called one at a time to enter the pool area.
3. **Our big glass wall.** It is here to allow you to watch your children in a comfortable, cool environment, while they swim in a warm one. If you have a question or a comment be sure to flag down the Deck Supervisor. We are happy to answer any question you have!
4. **Cameras?** We love them. Please feel free to take a photo of your swimmer from your social distancing space.
5. **Backfloating?** Yes, we work on the backfloat– over and over. We believe in it! It may take a little extra work; but we believe that once a child has their backfloat, they become more safe and comfortable in the water. Please be patient with us as we work our way through any floating issues!!
6. **Potty runs:** Our water is a warm 90°. Students put their big toe in and think it's potty time, so we help students with bathroom trips all day long. :) During this time we will have two bathrooms available (one on deck and one right off of the lobby). If you see your swimmer hold up their “bathroom card”, please meet them at the door to assist them in the bathroom. We will clean the bathroom immediately after you are finished.
7. **Swim diapers:** Cloth, reusable swim diapers with a good fit around the legs and waist are REQUIRED for all students under the age of 3, even those who are potty trained. Please help us prevent leakage into the pool, which causes us to close for cleaning.
8. **Make-ups:** We cannot guarantee make ups. As a courtesy, each student may have one make-up per calendar month. We DO want your children to get their lessons! Class cancellations and make-ups are done through the customer portal. To qualify for a makeup, you must cancel before you miss your class. Make-ups can be booked up to 7 days out. Once you have scheduled the make-up, that is your make-up and it cannot be rescheduled. We cannot make-up a make-up. For more details please see the FAQ section of our webpage.
9. **Our Calendar:** To see a calendar of our closures and payment due dates, go to www.demontswim.com under the Register/Fees Tab.

That's about it! If you ever have any questions, concerns, or compliments, we are here for you and your kids. There's a site supervisor here at all times in addition to your deck supervisor, so please let us know as soon as possible. Thanks for swimming with us!



POLICIES:

Make-up Policy

1. Make-up classes are a courtesy and their availability is not guaranteed.
2. In order to uphold our belief that children are most successful in a consistent learning environment (consistent attendance, teacher, and peers), we do not encourage “make-ups”.
3. As a courtesy, each student may have 1 make-up per calendar month. These do not accumulate and will expire at the end of each month.
4. To qualify for a make-up, you must cancel before the start of the lesson. This is done on our customer portal found on our website: www.demontswim.com
5. Make-ups can be booked up to 7 days in advance.
6. Once you have scheduled a make-up...that is it! We cannot make-up a make-up! 😊

Withdrawal Policy:

Once you are assigned a class, you have committed to a minimum of 8 lessons. You will REMAIN REGISTERED, until you give us a 30-day notice that you wish to withdraw. Please call or email us if you wish to unenroll.

Tuition:

Monthly tuition is based on how many lessons are available in the month (including adjustments for closures). Billing amount varies dependent on the number of lesson days per month.

Changing Area Policy:

Rooms are on a first come first served basis, as kids exit the pool or shower. Please be respectful of others and DO NOT RESERVE CHANGING ROOMS AT ANY TIME.