

ALL-STAR ACADEMY OF DANVILLE SWIM POLICIES



Family File Box

Inside the Swim Shack there is a file box that will have a file folder for your family, **Family File**. This file is to be checked every lesson day. Lesson schedules, payment invoices, notes from the office, or late payment notices will be inside your file. This is a way to share information between the office and your family. If you need to communicate with the office please place a note in the **Tuition Box**. The office staff will check this box daily.

Annual Registration Fee

All-Star Academy Registration fee:

- \$25.00 for first child
- \$20.00 for second child
- \$50.00 total for families of 3 or more

National ISR Registration fee:

\$105.00 per child paid online at the end of the registration process.

Tuition

On the first day of a Session, tuition is due. Please place the payment inside the **Tuition Box**. All tuition sales are final.

All-Star Academy of Danville reserves the right to change its rates and will post such changes in the Swim Shack and via email.

Late Payment Policy

There will be a late payment fee of \$5.00. If a payment is not received on the due date, you will receive an email with an updated invoice including the late fee added onto the next Package of lessons.

If you misplace your schedule or invoice you may request for another copy by emailing jen@allstarswimschool.com with a subject title of **Requesting Schedule** or **Requesting Invoice**.

Sanitation Policy

Fecal contamination in or around a pool poses a serious health risk to all using the facility. When an accident occurs, we are forced to shut down operation for an extended period of time to properly clean and sanitize our facility. Our goal is to reduce the spread of disease and inconvenience to swimmers whose lessons are cancelled. For the health and safety of our swimmers and instructors, the following guidelines will take effect on November 26, 2007.

- Children who are not **100%** potty trained must wear **two layers of protection**. First layer can either be a disposable swim diaper or a reusable swim diaper. The second layer must be a reusable swim diaper. These are available for purchase through All-Star Academy for \$10.00, and all ISR students will receive a reusable swim diaper from ISR.

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- If a child has a bowel movement during a lesson all lessons will be canceled for the remainder of the day. There will be a \$60 fee to the family to partially cover the costs incurred for cleaning and canceling lessons.

Private Lessons Policies:

Private Lessons Make-ups

There are no make-ups for missed lessons.

Private Lessons Rescheduling Policy

One week notice must be given to change scheduled lessons. There are NO exceptions to this policy.

Private Lessons Sick Policy

Call 24 hours prior to scheduled lesson to cancel for an illness. This policy is meant for children who are **sick**. This means, the child has thrown up within the past 24 hours, has a fever over 100, or is experiencing diarrhea, or is congested to the point where breath control is compromised. If the child needs to miss out on 2 or more lessons, a doctor's note is required to reschedule any make-up lessons.

We reserve the right to refuse this privilege to families who abuse its intent.

ISR (Infant Swimming Resource Policies):

ISR Make ups

There are no make ups for missed lessons

ISR Sick Policy

Due to the nature of the ISR program, consistency and repetition is essential and necessary for the success of the program. When signing up for the ISR program you are securing a time slot for which the instructor is guaranteeing and therefore there will be neither makeup lessons nor refunds provided. Should your child miss due to illness additional tuition will apply for each additional lesson/week until the child tests out of the program.

Expected Behavior

- Children must remain inside the Swim Shack with their parent or guardian.
- No child is to be left unattended anywhere on the property.
- During a lesson parents and siblings are to remain inside the Swim Shack until the instructor calls you outside to conference about the lesson.
- It is the parent's or guardian's responsibility for all persons brought to All-Star Academy of Danville. While in the Swim Shack, parents need to ensure their children respect All-Star Academy's possessions.
- Children are not allowed to play with or use any supplies we provide in the Swim Shack (business cards, flyers, registration paperwork, family files, any thing on the bulletin board, etc.) We provide these supplies as information for our families; **please make sure your children respect all property!**
- DO NOT hit or poke the pool dome.
- Running is NOT permitted any where on the premises, this includes the parking lot.

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- Walk ways, parking lot, barked area, flower gardens or any other area is not acceptable for bathroom use. We provide a bathroom for all swim clients, see Bathroom Policy.
- **NO PETS/ANIMALS ARE PERMITTED ON ALL-STAR ACADEMY'S PROPERTY.**
- Children **are not allowed** to play in graveled areas.
- Children **are not allowed** to go beyond the fenced area leading to the pool equipment.
- Children **are not allowed** to walk up to barbed wire fence to observe livestock.

Photos and Videos

Taking photos or videos is permitted. Everyone must request permission prior to lesson from the instructor and the instructor will then advise when it is appropriate to take a photo or video.

Bathroom Policy

ALL CHILDREN MUST BE ACCOMPANIED BY AN ADULT WHEN GOING TO THE BATHROOM! Follow the path up to the house. The bathroom is located to your right as you enter the door. This bathroom is designated for swim school use; there is no need to knock. Please make sure the water is turned off and the door to the house is closed completely when you leave. **Please do not allow your children to use any outside area as a restroom.**

Parking Lot

Please drive **SLOW (1 mph)** at all times while on the property of All-Star Academy of Danville. Regardless of how late you are for a lesson, do not speed into the parking lot; children may be in the parking lot. We ask this of all parents for the safety of all persons coming for lessons at All-Star Academy of Danville.

Park **facing** the pool fence or buildings and allow room for other clients.

Hair and Nails

Hair needs to be kept out of children's faces! Long hair needs to be in a pony tail. Boys and girls with long bangs need to have bangs pulled back with a barrette or swim cap. Do not use bobby pins to secure hair.

Keep children's finger and toenails cut and filed on a weekly basis. A child may be removed from class if this becomes a problem.

Possible Reasons for Cancellation of Lessons

- Thunder and lightning storm
- Wind storm when Pool Dome is on
- Child has a bowel movement during a lesson
- Instructor is ill

**PLEASE COMPLETE THE ENROLLMENT AGREEMENT AND
LEAVE IN THE TUITION BOX. THANKS!**