

## GENERAL RULES & POLICIES

1. Parent and/or caregiver are required to stay in close proximity to classes (pool deck for SWIM, outside classes for CREATE, MOVE, and LEARN) during the child's lesson.
2. No child should be left unattended; all children are the responsibility of the parent or caregiver before the class has begun and immediately after their class is over.
3. REACH staff is not responsible for escorting children to locker rooms and / or bathrooms
4. ONLY those children who are registered for programs with REACH ACADEMY are allowed in the building,  
**NO EXCEPTIONS**
5. ONLY Parents and those caregivers of the children registered for programs are allowed in building
6. ABSOLUTELY NO foul language or disrespect to any REACH staff or other REACH parents
7. Aggressive behavior is not allowed from children  
*-if a child exhibits this behavior to REACH staff or other children then will be cancelled from our the program they are in and a refund will be issued for the remaining lessons left paid for*
8. For swim lessons: proper swim suits are required for both girls and boys
9. For swim lessons: all children under the age of 2, and any child who is not potty-trained, must wear a swim diaper (*a regular diaper is not acceptable*)
10. All students and families of students must comply with all facility & pool rules which include but are not limited to
  1. NO running in hallways or on pool deck
  2. NO eating in hallways or on pool deck
  3. NO disruptive use of cell phones on pool deck or hallways; please keep noise to a minimum
  4. Use of appropriate locker rooms before, during, and after lessons.

## CLASS & REGISTRATION POLICIES

1. Full payment for all lessons is required upon booking class
2. Class space will not be held or saved without full payment
3. **REACH does NOT** offer credits, refunds, or make-ups for any missed group lessons: **no exceptions**
4. If classes have to be cancelled due to a pool closures, facility closure, or inclement weather, you will be notified via text, phone, or email and a make up day for the missed lesson will be arranged. In the event of REACH not being able to make the class up, a credit will be issued to your account for the amount paid for the missed lesson
5. Lesson times can not be changed nor is switching days and times allowed once season has begun
6. **For private lessons**, Only one (1) missed lesson during the season will be made-up or credited provided that the cancellation is done 24 hours in advance. If we are unable to arrange a make-up for the 1 missed lessons, a credit in the amount paid for the lesson will be issued to the account of the student.
  1. No credit will be issued for missed lessons after the first credited missed lesson
  2. Cancellations may be done via email, text, or phone
  3. Private lessons cancelled the day of lessons will not be credited

## REFUND POLICY

7. **\$25 cancellation fee will be imposed to ALL cancelled lessons regardless of when cancellation is made: NO EXCEPTIONS**
8. 25-30 days prior to lessons beginning: a full refund (minus \$25 cancellation fee) will be refunded within two weeks of cancellation request.
9. 15-25 days prior to lessons beginning: 50% of lesson will be refunded (minus \$25 cancellation fee) cancellation fee will be applied and the remaining balance will be refunded within two weeks of cancellation request.
10. **NO refund** will be issued for classes cancelled day of first class-14 days before season begins
11. If a student has to suspend lessons due to a medical emergency, a credit will be issued to the student's account with proper doctors note and documentation.