

## Policies and Regulations

### Makeup Policy

- For Preschool Program, Learn to Swim Program, Swim Fitness, Adult and Private Lessons, each swimmer is entitled to up to two (2) make up classes per session.
- Swimmers enrolled in our School Year Swim Program are entitled to a maximum of 9 make up classes per year.
- If lessons are cancelled due to weather conditions or other unforeseen problems, Swim Apex will schedule make up classes for the affected swimmers.
- Lifesaving Leadership Program, Pre Competitive Program, and Swim Team Training are not eligible for make up classes.
- Swimmers cannot substitute another swimmer for lessons the registered swimmer will miss.
- Parents are responsible for notifying Swim Apex of any absences at least 1 hour before a lesson is scheduled to start.
- Parents can call Swim Apex at 905-305-8108, text at 905-764-8108 or email at info@swimapex.com. Please clearly state the absent swimmer's name, class time, and date of absence in order for us to better arrange make up classes.
- If prior notice of an absence is not received, then no make up class will be available.
- Make up classes will be arranged during or at the end of the current session. There are no guarantees that the swimmer will have his/her regular instructor for any make up class.
- Make up classes cannot be carried forward to the following swim session.
- Absence from a make up class will result in a lost class. Swim Apex will not reschedule missed make up classes.
- No monetary refund will be available for missed classes.

### Other Rules and Policies

- Swimmers who are 6 years old or older must access his/her gender changeroom / washroom.
- Do not leave any valuables in the changeroom / washroom. Swim Apex is not responsible for lost or stolen items.
- No swim bags or shoes allowed on deck. All the belongings must be kept in the changeroom / washroom.
- No photography or video recording allowed in the changeroom / washroom or in the pool area.
- Swimmers under the age of 3 (even for those potty trained) must wear an approved elasticized legged swim diaper.
- Swimmers with long hair should be pulled back or wear swim cap.
- Pool safety rules must be followed at all times.
- Feet-first entry into the pool. No diving allowed.
- Outdoor shoes are not permitted on deck.
- No food, drink and glass containers are allowed in the pool or on the deck.
- Swim Apex reserves the right to make such rules and regulations in the operation of the school as it deems appropriate and it is a condition of acceptance that these rules and regulations be observed.
- Swim Apex reserves the right to change fees at any time.