

Policies related to SWIMMER AND PARENT CONDUCT

Stroke School placement is by coaches recommendation only.

Required Swim Attire:

- Girls must wear a one-piece, athletic style bathing suit.
- Long hair must be secured in a ponytail or swim cap.
- Boys should wear jammers.

The Facility, Bathrooms, Locker Rooms, and Classes:

- Parents must remain on the bleachers at the far side of the pool during lessons.
- Students are not allowed to enter the pool before class or stay in the pool after class is dismissed.
- Parents are responsible for notifying NOVA of any relevant medical circumstances, behavior issues, or water experiences before the first class begins.
- A parent or guardian must remain at the NOVA facility during the duration of the swim lesson.

Photos/videos:

- Photos/videos of instructors and students are not allowed without permission.
- Photos may be taken during lessons for marketing and promotional uses.
- You must notify us in writing if you do not want your child's photo used.
- NOVA has the right to terminate the participation of a student in the Stroke School program for any reason at any time.

Policies related to CLASS REGISTRATION AND ENROLLMENT

Class Registration and Enrollment:

- Parents are responsible for registering their child for the correct level which is the level the child was recommended for their last session.
- NOVA does not provide private lessons.
- Parents registering for the incorrect level to obtain a time slot for their student, will result in the student being dropped from the class and moved to the waitlist.
- Customers are permitted to register for 1 slot M/W or T/TH or Weekend-Sat/Sun (Classes are two days a week). NOVA cannot accommodate requests for swimmers to participate in multiple Classes within a session. NOVA will drop the 2nd and subsequent classes if enrolling in more than 1 class.
- Space is reserved for your child ONLY when you have agreed to Policies; Receive a confirmation email and have a valid credit card on file.

Weekday Classes

- Credit Cards will be charged 4 days prior to the start of the following month for the next month.
- Requests for Cancels must be made 5 days prior to the start of each month.

Weekend Classes

- Credit cards will be charged four days in advance of the start of the session.
- Requests to cancel a weekend session must be made 5 days prior to the start of the next session.

Leveling up to the next level:

- Students do not necessarily move up each session. The instructor will determine your swimmer's readiness for the next level.
- Our staff believes each child progresses at his or her own pace and it is neither appropriate nor beneficial (to the student) to place a child in a level above their capability.

Registration Fee:

- Participants are responsible for paying an annual \$25 registration fee per student that is valid for the entire season for September – August each year. You won't however, be charged any merchant fees associated with your monthly payments.

Make-Up Classes:

- NOVA does not offer makeup classes.

Inclement Weather:

- NOVA's pools are grounded, meaning we can continue classes during weather events like periods of rain or storms – as long as there is NO lightning in the immediate area. Lessons may be stopped but then continued when the weather conditions permit.
- Weather-related cancellations will be posted on the NOVA

Policies related to CANCELLATIONS, REFUNDS AND MAKE UP CLASSES

Payment Policy:

- Credit Cards will be charged 4 days before each month or session.
- No refunds will be given if you cancel less than 5 days of the class start date.
- **Weekday Customers:** Since these classes are ongoing, you are committing to lessons each month where the payment occurs 4 days prior to the start of the following month. Request to drop must be made 5 days prior to the start of the month.
- **Weekend Customers:** Since classes are by session dates, you will be billed for each session separately. The payment will occur 4 days prior to the start of the session. Request to drop must be made 5 days prior to the start of the session.

Drop Policy – Weekday Classes:

- Request to drop must be made at least 5 days prior to the start of the next month.

Drop Policy – Weekend Classes:

- Request to drop must be made at least 5 days prior to the start of the weekend session date.

Refund Policy:

- No refunds will be given if you cancel less than 5 days of the class start date.

Refunds will be issued ONLY for extended illness (3 or more consecutive lessons missed) with a doctor's note.

- Refunds are not offered for conflicts with other activities or vacations.

Enrollment Policy:

- Parents are responsible for registering their child for the CORRECT level which is the level the child was recommended for their last session
- Parents registering for the incorrect level to obtain a time slot for their student, will result in the student being dropped from the class and moved to the waitlist.