

Stroke School Policies: Sept 2025- Aug 2026

Stroke School placement is by coaches recommendation only.

Required Equipment:

All SS Groups:

- Girls must wear a one-piece, athletic style bathing suit.
- Boys should wear jammers.
- Swim shirts/sleeves are strongly discouraged as they inhibit movement and create drag.
- Long hair must be secured in a Stroke School swim cap.
- Athletic goggles should be worn ex. speedo HyperFlyer/ Speedo Vanquisher
- Water bottle

SS RED: equipment listed above must be worn

SS WHITE: equipment listed above must be worn, fins are strongly encouraged

SS BLUE: equipment listed above must worn, fins and snorkels strongly encouraged

The Facility, Bathrooms, Locker Rooms, and Classes:

- Parents remaining at NOVA during practice must sit on the bleachers at the far side of the pool.
- 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.
- Swimmers must be picked up/out of the building within 10 minutes of their practice ending. If your swimmer is not picked up within this time frame you will be charged \$5 for every minute you are late.

Photos/videos:

- Photos/videos of coaches and students are not allowed without permission.
- Photos may be taken during practice 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.
- 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.

- Stroke School registration is done seasonally (Fall, Winter, Spring, + Summer).
- Swimmers wishing to continue in the same class (same day+time) for future sessions may reserve their spot by paying a \$25 “Reservation Fee”.
- If registration is made after the enrollment period closes, a \$25 “Late Fee” will be applied.

Weekday Classes

- The cost for each session will be split into monthly payments.
- Credit Cards will be charged 4 days prior to the start of the following month for the next month.
- Requests to cancel for the remainder of the session must be made in writing to Coach Laurel. Additional fees apply.

Weekend Classes

- The cost for each session will be split into 2 equal payments. Details on dates when your card will be charged can be found on Jackrabbit.
- Credit cards will be charged four days in advance of the start of the session.
- Requests to cancel for the remainder of the session must be made in writing to Coach Laurel. Additional fees apply.

Moving up to the next level:

- Students do not necessarily move up each session (it is standard and normal for a swimmer to be in the same group for 18-24 months).
- 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 \$30 “Registration Fee” per student that is valid for the entire season for September – July each year. You won’t however, be charged any merchant/credit card 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. Practice may be stopped but then continued when the weather conditions permit.
- Weather-related cancellations will be posted on the Stroke School website.

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 before the start of the session.

Drop Policy:

- Requests to drop must be made at least 5 days prior to the start of the next month.
- Cancelling after the start of a session will result in at minimum, a \$25 “Cancellation Fee”.

Refund Policy:

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