

Parent Handbook



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www.SwimPrepLLC.com

NEVER CONSIDER YOUR CHILD WATER SAFE OR “DROWN PROOF” ALL CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN IN OR AROUND WATER NO MATTER THEIR AGE, HOW MUCH TRAINING THEY HAVE RECEIVED, OR HOW WELL THEY SWIM.

Registration & Enrollment

To register your child for classes, please fill out the Registration Form on our Website www.SwimPrepLLC.com. Your registration fee & form secure your time slot. If you have questions about this Handbook or Forms, please email rebecca@swimprepllc.com.

Your registration fee is non-transferable and non-refundable.

Please remember that you are paying for a time slot, not for individual lessons. You will be charged for any missed lessons since that time slot is reserved for your child.

To be the most successful, our programs require a high level of commitment and consistency. Steady attendance will increase your child's rate of progress. It is imperative that you plan your schedule accordingly as we reserve the right to limit the number of schedule changes.

All scheduling must be approved by and handled by SwimPrep, LLC – Please refer to the contact information at the bottom of this page.

Late or Missed Lessons

Please have your child ready for their scheduled lesson at least 10 mins in advance. If you are late, we will do our best to fit your child in whenever possible, but realize that your child may have a shortened lesson.

For the lesson to be excused, please call or email SwimPrep, LLC no later than 8:00 a.m. the morning of the lesson to be missed.

You may make up Two excused absences. Vacations are not considered excused.

We charge for make-up lessons in excess of allowable excused absences and for ALL unexcused absences.

Please **do not** bring your child to lessons if they have been throwing up, have a fever or have had diarrhea within 24 hours of lessons. If they have a bowel accident in the pool that is not contained in their diapers, you will be charged \$500 for pool closure. We require all swimmers to have a valid credit card on file during their session.

If we have to cancel a lesson due to inclement weather or other reason, we will arrange a make-up lesson.

Communication

If you have questions for your instructor that require more than a minute between lessons, please email or text it to them. They will be happy to address your concerns when they are finished for the day. Please remember they are in the water all day and will likely not get a chance to speak with you until later in the evening. All emails/text will be answered the same day.

Payments

We accept Cash, Venmo (jeffrey@swimprepllc.com), PayPal (jeffrey@swimprepllc.com), Checks and Credit Cards.

Payments can be made in two installments. The first day of class HALF of your total is due. The balance will be due on the first day of week four.

A \$50 fee will be imposed on all returned checks.

We require a current credit card to be on file for ALL swimmers.

Refunds

Under NO exceptions do we offer refunds.

Please do not start your child in this program unless you fully intend to complete the entire learning process. The reason SwimPrep, LLC places this firm responsibility on you – is the first few weeks of training is a very critical time of adaptation to a new environment, instructor, and technique for you and your child. It can be a time of very low self-confidence in the water because the child has not had time to acquire and perfect his/her skills in the aquatic environment. If the child's lesson is terminated during this time, the foremost thing the child will remember about the water is that lack of self-confidence in and around water.

Our instructors are highly specialized in teaching Aquatic Survival skills and techniques. Please make sure this program is for you before you begin.

Safety

Please exercise caution in and around the pool as we do not always have a lifeguard on duty.

For safety reason, please sit with your child in a designated sitting area, until the instructor calls you to the pool. At the conclusion of the lesson, the instructor will swim your child to the wall or steps, please be ready with a towel and walk your child from the pool; this is to avoid an accident on the pool deck.

DO NOT LEAVE YOUR CHILDREN UNATTENDED FOR ANY REASON AT ANY TIME IN THE POOL AREA.

Please DO NOT allow your child to wander around the sitting area or pool deck.

Parents must accompany and supervise their children in the bathroom, please MAKE SURE YOUR CHILD DRIES OFF before going to the bathroom or leaving the pool area.

Visitors

Children other than students are welcome to come, but may not swim. The instructor needs to concentrate totally on your child in order to teach him/her efficiently. If other children are running or playing, then the instructor becomes a lifeguard which distracts from your child's lesson. Your cooperation in this matter will be greatly appreciated.

You must assume responsibility in explaining all rules and regulations within this Handbook to any visitor or caregiver accompanying your child to swim lessons.

Feeding Restrictions & Guidelines

These feeding guidelines are extremely important and we expect you to follow them. If your child is in daycare before they come to lessons, it is YOUR responsibility to inform the child's caretaker(s) of these guidelines.

The first week (and for some children, into the second week) of lessons children will swallow water as they are learning to close their mouths. When the stomach is distended, the muscles will tighten across the abdomen and a child will burp. If there is food in the stomach when this happens, the food will come out with the air and the child will spit up in the pool. The pool filtration system will clear the pool quickly, so if this happens to your child, do not be frightened or distressed. This happens to some children regardless of whether they have recently eaten or not and is nothing to

worry about, but controlling feeding just before the lesson will help. You can usually expect an increase in appetite and longer naps as a result of swim lessons.

DO NOT ALLOW: fruits, vegetables, meat or dairy products for FOUR hours before the lesson. This includes formula, milk, eggs, cheese and yogurt.

Breast milk, Rice Dream, toast and cereal (without fruit or nuts) may be given up to THREE hours before lessons.

NO FOOD OF ANY KIND FOR THREE HOURS PRIOR TO SWIMMING.

What to Wear & Bring

Please be sure to come prepared.

You are required to provide your own towels. We suggest you bring two.

All children under 4 years old are required to wear a snugly fitted reusable, **non-disposable** swim diaper **in addition to** a **disposable** swim diaper underneath the non-disposable diaper during all lessons. Regardless, if your child is potty trained. We require the diapers as a double layer of protection against any accidents that may occur. It is hard to know how a child will react when they get in the pool. It is not unheard of for a potty-trained child to have an accident when they are put in an uncomfortable situation.

We have the non-disposal diapers for sale for \$17, you may purchase them the first day of class. Swimsuits are optional. You may also want to consider purchasing a wetsuit for your child. They provide warmth during the cooler months. They are available for purchase from SwimPrep, LLC for \$48.

If your child is not wearing an approved non-disposable diaper, and has an accident in the pool you will be charged \$500. Likewise, if your child is wearing the approved diapers, but has diarrhea that is not contained within the diapers, you will be charged \$500. When an accident like this occurs we will have to close the pool to super shock it for up to 48 hours and will have to cancel ALL lessons during that time frame.

Encouragement

It is critical to bring a positive attitude to each lesson. We can teach your child skills, but it is your support that will most affect his/her attitude and progress. We have observed that children do much better when parents are involved and cheer as they acquire and develop new skills. We cannot over emphasize the importance of your support.

It is also important to know the appropriate time to clap and cheer. Sometimes what the instructor is looking for during a lesson is different from what might look good to you. If we work together and show approval for the same things, it will help your child feel successful and increase their chances of success.

Your child may cry during lessons; **it is imperative that you do not acknowledge it.** Avoid saying things like "It's ok", "I'm right here", "you're fine". This is called negative reinforcement. We want to focus only on the positive! The instructor is in charge of the lesson and will give positive reinforcements throughout the lessons, when you hear the instructor say "good job" "way to go" etc, that is the time for you to cheer on your child. Otherwise, please sit quietly watching the lesson.

Please do not correct your child while they are in the water with the instructor. If the instructor feels like a behavior needs to be address, they will take care of it.

Continuing Lessons

After your initial lesson, we recommend ALL swimmers take two -three Refresher or Group Courses (if they are old enough) throughout the year. This will help reinforce what they have learned and keep it fresh on their minds. Swim lessons are like any learned skill - the more the child can practice, the better they get and the more they retain. It is not uncommon for a child to go from one swim season where they are swimming great - to the next season and they are scared to get in the water. It has been our experience, they just need a confidence booster, this is another reason Refresher and Group Course can be beneficial to your child. On another note swim lessons, especially over the winter months, can be great exercise for your child and be a wonderful way to get out some of that pinned up energy!

Refresher and Group Courses are two days a week. Please visit www.swimprepllc.com to schedule your future lessons. If you have questions on which course would suit your child better, please reach out to us.

Conclusion

We are excited to be a part of this milestone in the life of your child. Our goal is to prep them for a lifetime of swimming safety. If you have questions, please do not hesitate to contact me either by phone, text or email. I look forward to working with your child to accomplish their survival swim goals!

Sincerely,

Jeffrey Nichols
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Jeffrey@swimprepllc.com