

SWIMPREP

Parent Handbook



Swim Prep

2212 Howard Murfee Blvd.

Prattville, AL 36066

334.356.6116 | rebecca@swimprepllc.com

Welcome

We're excited to have you and your child join us for swim lessons! Our goal is to provide a safe, fun, and effective learning environment where children gain confidence and essential water skills. This handbook contains important information about lesson procedures, policies, and safety guidelines. Please take a few moments to review it carefully.

Thank you for trusting us with your child's swim journey—we are happy you are here!

It is imperative to remember:

NO child is "drown-proof." No matter their age, training, or swimming abilities, all children require constant, attentive adult supervision in and around water. Swimming lessons are an important safety tool, but they do not replace active supervision. Always stay within arm's reach of young swimmers and ensure a responsible adult is watching at all times.

Registration | Cancellation

Your registration/security fee is **Non-Transferable and Non-Refundable**.

If you cancel or withdraw from a session within 21 days of the session start date—or after the session has begun—you are still responsible for the full cost of the lessons.

Once we receive your cancellation notice, any remaining balance or total amount owed will be charged to your card immediately, regardless of how many lessons have been attended (if any).

Our programs require commitment and consistency for the best results. Regular attendance is key to your child's progress. Please plan your schedule carefully, as we reserve the right to limit the number of schedule changes.



Attendance | Makeup Policy

Arrive on Time: Please have your child ready at least 10 minutes before their scheduled lesson.

If you expect to arrive more than 10 minutes late for your scheduled class, please call us as soon as possible. We will do our best to accommodate your child later in the schedule when possible. However, due to staffing and class flow, we cannot guarantee that a late student can be worked back into the schedule. If we are unable to accommodate the late arrival, the class will be considered a missed class.

Absences & Make-Ups:

- If you know your child will miss a lesson, *please email/text your instructor with your child's name, swim time. You will schedule all make-ups with the instructor.*

Jeffrey@swimprepllc.com 334.375.2023 | Katy@swimprepllc.com 334.356.6116 | Lindsey 356.6116

- **Each six-week session allows a maximum of ONE missed lesson.**
- **Missed lessons for illness are offered only with a written doctor's excuse that specifies the dates your swimmer was unable to attend lessons.**
- Make-up time may be added to existing lessons rather than scheduling an extra day.
- **Lessons missed during the final week of class cannot be made up. Please plan accordingly.**
- If you sign up for a makeup lesson and do not attend for any reason, that makeup opportunity is forfeited. We are not able to offer additional makeup lessons for missed makeups.

Cancellations Due to Weather or Holidays

If we cancel a lesson due to a holiday, we will make that class up. In the event we cancel due to inclement weather, or another reason beyond our control we will make up the missed time - *unless it falls on the last week of class.*

Illness Policy | *Must Read

- **Fever:** Do not bring your child to lessons if they have had a fever within 24 hours of their scheduled lesson.
- **Vomiting or Diarrhea:** Your child must be symptom-free for at least 72 hours before returning to swim lessons.
- **Recent Water Exposure:** If your swimmer has recently been to a waterpark, lake, beach, public pool, or any pool outside of SwimPrep, and anyone in your household has experienced diarrhea, please keep your swimmer out of lessons until 72 hours after all symptoms have completely resolved.

Missed Lessons Due to Illness

Make-up lessons for illness are offered only with a written doctor's excuse that specifies the dates your swimmer was unable to attend lessons.



Pool Contamination Fee:

If your child has a diarrhea accident in the pool that is not contained in their diaper, a \$500 pool closure fee will be charged. This covers the cost of pool closure for deep sanitation, which results in the cancellation of all lessons during that time. To avoid this, please do not bring a sick child to lessons.

Communication

If you have questions for your child's instructor that require more than a brief discussion between lessons, please email or text them instead. Our instructors are in the water throughout the day and may not be able to respond immediately. However, all emails and texts will be answered by the end of the day. If you have an instructor other than Ms. Katy, you will contact Jeffrey with questions.

Instructor Contacts:

Jeffrey: 📞 334.375.2023 | ✉️ Jeffrey@swimprepllc.com

Katy: ✉️ Katy@swimprepllc.com

For any questions not related to lessons or make-ups, please contact our front desk at:

334.356.6116 or rebecca@swimprepllc.com

We will be happy to assist you with any other SwimPrep-related inquiries!

Payments

We accept the following payment methods:

Cash

Venmo: @SwimPrep

PayPal: jeffrey@swimprepllc.com

Checks (\$50 fee for returned checks)

Credit Cards

- The card you registered with will be charged for the scheduled payments.
- If you prefer to pay using a different method listed above, please notify us ASAP so we can update our system.

Cancellation & Payment Obligation:

- If you cancel within 21 days of your session start date or withdraw from a session for any reason, you are still responsible for the full cost of the lessons.
- Once we receive notice of cancellation, the remaining balance will be charged that day.
- This policy applies even if you cancel/withdraw after lessons have begun.



Refunds

Under NO circumstances are refunds offered.

Before enrolling your child, please be certain you are fully committed to completing the entire learning process. The initial weeks of SwimPrep training are a crucial adaptation period where your child is adjusting to a new environment, instructor, and technique. During this time, it is normal for children to experience low self-confidence as they have not yet had the opportunity to develop and perfect their aquatic skills.

Early withdrawal can negatively impact your child's relationship with water, reinforcing fear or uncertainty rather than building confidence and skill.

Our instructors are highly specialized in teaching aquatic survival skills and techniques. Please carefully consider if this program is the right fit for your family before beginning. Once enrolled, you are responsible for completing the session and full payment.

Safety | Procedures

- **Caution Around the Pool:** Please exercise caution in and around the pool, as we do not have a lifeguard on duty.
- **Once your child's lesson is complete:** The instructor will swim your child to the wall or steps—please be ready with a towel. **You will always exit the pool deck via the Locker Room. Do not enter the parent viewing area with a wet child.** Dry them off before entering the Locker Room.
- **NOTE - Swimmers are NOT** be changed on the pool deck, you must change in the locker room.
- **Unattended Children:** DO NOT leave your child unattended in the pool area or locker rooms at any time.
- **No Running:** For everyone's safety, do not let your child run in the building. The floors are concrete and can be slippery when wet.
- **Parent Presence:** Parents are required to remain on the premises during swim lessons. Dropping off your child and leaving is not allowed.

Visitors | Siblings

- **Non-Student Children:** Children who are not enrolled in lessons are welcome to accompany you, but they are not allowed in the pool area.
- **Adult Limit:** Due to limited space, we allow only TWO ADULTS per family to attend lessons.

Responsibility for Visitors: You are responsible for ensuring that any visitors or caregivers accompanying your child are aware of and follow all the rules and regulations outlined in this Handbook.



Feeding Guidelines | *Must Read

These feeding guidelines are extremely important, and we expect you to follow them closely. If your child is in daycare before lessons, it is your responsibility to inform the caretakers of these guidelines.

Why Feeding Matters:

- During the first week (and for some children, into the second week) of lessons, children will sometimes swallow water as they learn to close their mouths. When the stomach is distended, muscles tighten across the abdomen, which can cause a child to burp. If there is food in the stomach at this time, it may come up with the air, causing the child to spit up in the pool. While the pool's filtration system will clear the water quickly, controlling feeding before lessons will help prevent this.

Food Restrictions:

- DO NOT allow any of the following foods for **FOUR** hours before lessons:
 - Fruits
 - Vegetables
 - Meat
 - Dairy products (including formula, milk, eggs, cheese, and yogurt)
- Breast milk, Rice Dream milk, toast, and cereal (without fruit or nuts) are acceptable up to **THREE** hours before lessons.

After Lessons: You may notice an increase in your child's appetite and longer naps after swim lessons.

NO FOOD OF ANY KIND 3 HOURS PRIOR TO LESSONS

What to Wear / Bring

- Towels: Please bring your own towels to lessons. If you forget, we have towels available for purchase at the front desk.
- **Swim Diapers: 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. This applies even if your child is potty-trained. The double layer provides extra protection in case of accidents.
- Non-disposable & Disposable swim diapers are available for purchase at the front desk.
- Swimsuits are optional. For cooler months, you may want to consider purchasing a wetsuit for your child, which will be available for sale.



Encouragement

Be Your Child's Biggest Cheerleader

After lessons, be sure to celebrate your child's progress by being their biggest cheerleader! Simple phrases like "You did great today" or "I saw you kicking!" go a long way in building their confidence and reinforcing the skills they're learning. We believe swim lessons are a team effort, and your involvement is an important part of their success. Your support helps them feel accomplished and motivated to keep going!

Handling Crying or Discomfort:

It's completely normal for young children to cry during swim lessons, and we understand how difficult that can be for you as a parent. Swim lessons can be one of the first times your child is really working hard to learn new skills, which can be overwhelming for them. If you refrain from saying things like "It's ok", "I'm right here", or "You're fine." This can unintentionally reinforce negative emotions. Instead, focus on positive reinforcement. If you can focus on their progress rather than the tears, you'll be amazed at what they can achieve in just 6 weeks. Your support and encouragement mean the world to them, and with your help, they will grow more confident and capable with each lesson. Please know, this is all part of the process, and we're here to help every step of the way!

What's Next....

Swim lessons, like any learned skill, benefit from regular practice. The more your child practices, the better they get and the more they retain. It's not uncommon for a child to progress well in one swim season, only to feel nervous or scared in the next. To help maintain and build on their skills, we recommend that all swimmers take 4 or more Strengthening or Groupers Courses throughout the year. These courses help reinforce what they've learned and keep their skills fresh in their minds. Often, children just need a confidence boost, which is why Refresher and Group Courses can be so beneficial.

Additionally, swim lessons, particularly during the fall/winter months, provide great exercise and are a fun way for your child to burn off some energy!

Refresher and Group Courses are held two days a week. To schedule your next lessons, visit www.swimprepllc.com. If you have any questions about which course is best for your child, please don't hesitate to ask your instructor!



Playroom Policies

To help us maintain a safe, clean, and enjoyable environment for all families, we ask that children follow these Playroom rules at all times:

- No standing or climbing on furniture
- No rough play
- No throwing toys or other items
- No food or drinks allowed in the Playroom

Parents and guardians are responsible for actively supervising and monitoring their children while using the Playroom.

For the safety and comfort of all guests, SwimPrep reserves the right to ask a child to leave the Playroom if these rules cannot be followed.

We appreciate your cooperation in helping us create a safe and welcoming space for everyone.

Conclusion

Thank you for taking the time to review our Parent Handbook. We are committed to providing a safe, supportive, and enjoyable learning environment for your child. Together, we can ensure that your child develops the skills and confidence they need for a lifetime of swimming safety. If you ever have any questions or need assistance, don't hesitate to reach out to us. We look forward to working with you and your child as they progress through their swim journey!

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