

Q&A & Policies and Agreement

Q. HOW ARE THE LESSONS SCHEDULED?

A. We offer lessons based on a month-to-month commitment with holiday exceptions. Please note, no lessons will be offered on July 4th. No refunds or make-up days will apply. _____ (Please Initial)

Q. ONCE I'VE MADE THE DECISION TO HAVE SWIMMING LESSONS: WHAT'S MY NEXT STEP?

A. Please complete the registration form and return it in to the Northridge address, remembering to sign and date the registration form along with the non-refundable deposit of \$75.00 for each month. Upon receipt of the registration form and your deposit, we will contact you to secure your time slots for the month of your choice. Soon thereafter, you will be sent a confirmation of the arranged swim schedule. It will be your responsibility to calendar the dates and times of each lesson. You may also call the office to register and pay over the phone. _____ (Please Initial)

Q. HOW MANY LESSONS SHOULD MY CHILD TAKE?

A. Because each child is different, there is no definite number of classes that is recommended. That said, most students that are water-ready (have no fear of the water) need 8-10 lessons to feel comfortable with the curriculum and the water during class time. Each student learns at a different pace and the curriculum is individualized to their ability. _____ (Please Initial)

Q. WHAT IS ASI'S MAKE-UP POLICY?

A. Because ASI prides itself on the reliability of our services and instructors, we do not guarantee any make-ups. It is the responsibility of the student to properly schedule their class so that they may attend all of their lessons. _____ (Please Initial)

Q. WHAT IF A LESSON HAS TO BE CANCELLED DUE TO WEATHER CONDITIONS?

A. We will not hold lessons if teaching conditions are inappropriate in any way. If weather or other conditions prohibits the use of a pool, we will reschedule the lesson for another day, with no consequence to you. However, no refunds will be issued. _____ (Please Initial)

Q. WHAT HAPPENS IF I AM LATE TO A LESSON?

A. Because we run on a tight schedule, we end all of our classes at the scheduled time. Please make arrangement to arrive at class on time. _____ (Please Initial)

Q. WHEN IS FULL PAYMENT DUE FOR EACH SESSION?

A. Full payment for each month is due fourteen (14) days prior to the month you are registered. ***Fourteen days before the start of a session, your credit card will be run without notice. If you are paying by check, the check must be received before this time.*** _____ (Please Initial)

Q. WHAT IS ASI'S REFUND POLICY?

A. A cancellation fee of 50% of your total tuition excluding registration fees can be refunded. In addition If registration payment was processed on a credit card an additional 5% of the class will be charged. After the fourteen-day grace period, no refunds will be given. If you wish to change your class days before the start of a session, you may do so two (2) business days ahead of time *only* if it does not cause a cancellation of an entire class. This can occur when the minimum number of students has not been met. This policy applies to our pool only. In-home lesson days cannot be changed once started. _____ (Please Initial)

MORE POLICIES AND ESSENTIALS:

- Throughout the summer, photographs/videos are taken of the teachers with their students and of our swim teams. These photographs are used for the purpose of highlighting, advertising, or promoting of ASI. In addition, these photos/videos are available for purchase. Your signature on the registration form authorizes ASI to utilize any and all photographs/videos that may depict students and swim team participants for all purposes.
- The student and/or parent or legal guardian understand that swimming, like most athletic activities, has a degree of unpredictability and risk involved, and that injuries can occur. The student and/or parent or legal guardian understand and assume all risks involved in the activities in which the student is enrolled. The student and/or parent or legal guardian agree that neither ASI, Treci Horowitz, school and/or camp facilities, pool owners, nor any of their staff shall be liable for any accidental injuries to the student or for any damages to personal property. The student and/or parent or legal guardian agree to indemnify and hold ASI, Treci Horowitz, pool owners, school or camp facility and staff harmless from any claims, damages, costs, including reasonable attorney fees, that may arise from student participation in this activity.
- ***ASI makes no guarantee as to specific teacher assignments. Instructor assignments may vary due to scheduling modifications.***
- ASI has the right to refuse service to anyone for any reason. ASI is an equal-opportunity service provider.

By signing the below line I acknowledge and understand the above stated policies and agree to comply with them.

Signature: _____

Date: _____

THIS FORM MUST BE RECEIVED WITH YOUR PAYMENT. YOUR REGISTRATION WILL NOT BE PROCESSED AND YOU WILL NOT BE ENROLLED IN ANY CLASSES UNTIL THIS FORM ALONG WITH PAYMENT HAS BEEN RECEIVED.