



Protect Your Investment

Welcome to Charleston Swim School! We're dedicated to ensuring you receive the maximum value from your investment in swim lessons. This guide has been crafted to empower you with essential information that will enhance your experience. By familiarizing yourself with our policies and guidelines, you'll be better equipped to make the most of your lessons, prioritize safety, and enjoy a successful journey towards your swimming goals.

Dress Code: All students should wear a bathing suit. Students who are not potty-trained are required to wear OUR approved reusable swim diapers. No personal swim diapers allowed. Purchase our swim diapers from our online shop or via the iClassPro app.

Timely Arrival: Please aim to arrive 5 minutes before your scheduled class time; arriving earlier is unnecessary. For group lessons: if you are 15 minutes late or more, you won't be able to join the lesson, as it would disrupt the flow for punctual students. Also, if you're late, the instructor will conclude the lesson at its scheduled end time. If they have extra time, they'll inform you if they can cover the full lesson.

iClassPro App: Essential for optimal engagement, download our iClassPro app on your mobile device. Access absence notifications, lesson drops, makeup scheduling, shop purchases, and time transfers. Receive crucial alerts about cancellations, weather changes, and updates via push notifications, texts, and emails. Make sure to download the app and opt in for texts/emails by referencing the 'Welcome to CSS' document for download links. Stay connected and never miss important information.

Billing Simplified: Our monthly billing aligns with your lesson schedule, charging you on the 1st of each month for the lessons within that month. This ensures fair payment for the weeks included. Remember, payments cover the current month only, offering flexibility and transparency. Please keep in mind that advanced multi-month payments are not accepted. Your convenience and value are our priority.

Drop Policy: For discontinuing lessons, provide a 30-day notice via the iClassPro app BEFORE your intended end date. Please avoid using text, email, or calls for current month cancellations. Utilize the iClassPro app, crucial for notifications.

Rescheduling/Cancellation Policy: To obtain makeup tokens, it is **essential to mark all future absences through the iClass Pro app at least 24 hours prior**. Please note, communication via text, call, or email is not valid for planned absences. As soon as you're aware of a lesson you'll miss, log into your iClassPro account and record the future absence. You may enter a maximum of 2 anticipated absences for each month. However, any classes canceled on our end due to weather, pool maintenance, or other unexpected circumstances will not count towards the monthly makeup token limit. Should the absence be registered 24 hours ahead, a makeup token will be provided once the missed lesson date has elapsed. If

you "no show," a makeup token won't be issued due to the absence not being marked. It's important to understand that makeup tokens cannot be utilized as credits or applied toward the upcoming month's tuition. Makeup tokens are valid for 30 days and must be applied to a lesson via the iClass Pro app before their expiration. Makeup tokens cannot be utilized if there is an outstanding balance on your account.

Refund Policy: Regrettably, we cannot provide refunds for lessons that have been completed or were paid for within the ongoing month, aligning with our refund policy. Depending on your circumstances, we may extend credits or issue makeup tokens for lessons. Please note that the \$45 registration fee is NONREFUNDABLE.

Weather Policy: Lessons carry on in light rain but may be canceled for heavy downpours or lightning within 6 miles. A canceled or significantly shortened lesson due to weather earns a makeup token. Look for weather updates 30 minutes before your lesson. Please understand that sudden storms might arise, affecting timely communication. For essential alerts, ensure the iClassPro app is installed on your mobile device.

By acquainting yourself with our comprehensive policies, you're ensuring that your swimming journey remains smooth, successful, and tailored to your needs. These guidelines are here to safeguard your investment in Charleston Swim School, helping you make the most of every lesson and enjoy a seamless experience. If you have any questions or need further clarification, don't hesitate to reach out. We're here to assist you at every step. Thank you for entrusting us with your swimming progress!

-Charleston Swim School Family