



## Flying Fish Swim Academy Policies

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- There is a \$35 annual membership fee per family billed at the time of registration. This fee is charged annually but only if your account is active (swimmers are enrolled). Your initial date of registration will not be affected by schedule changes or drops/re-enrolls that occur throughout the year.
- Billing occurs on the 1st of each month.
- Flying Fish does not offer partial credits or refunds for lessons that are not attended within that month. Swimmers who enroll mid-month will be prorated and billed at the time of registration. Once you are enrolled, your lesson day and time is reserved as yours for each following month until you place a drop date, so there's no need to worry about re-enrolling each month.
- **If you would like to make a class schedule change please take note that this cannot be done through your Parent Portal.** Please fill out a schedule change form at the front desk or notify Coach Anya or Coach Aaron through email. Schedule changes are final and a return to a previous class is subject to availability.
- When you register, you receive an email to create a Parent Portal. The Parent Portal is a wonderful tool. In the Portal you can see what Level your swimmer is currently on and see what skills they have accomplished, as well as any notes from our Deck Coach on a particular skill! You can also place a future absence and schedule a make up lesson for a missed class. You will receive an email every time your swimmer passes a skill or Level.
- **How to drop your class(es):** Notice should be submitted in writing by the 25th of the current month so as not to be billed on the 1st for the following month. Please fill out a drop form at our Front Desk or notify Coach Aaron or Coach Anya through email.
- **Makeup Lessons:** We understand that sometimes unexpected circumstances may require you to miss class. For this reason, Swimmers can make up one missed lesson per month. You have 30 days from the date of the absence to schedule a makeup lesson, and after 30 days the makeup lesson will expire. You can record your absences and schedule your one makeup lesson per month from within your JackRabbit Parent Portal. A scheduled makeup lesson can be rescheduled if it is at least 24 hours out from the date and time of the lesson. **If a scheduled makeup lesson is missed, we are not able to reschedule for another makeup class.** Attending a class outside of your regularly scheduled time is still considered a makeup lesson, even if you are attending a different time on the same day. Our Weekly Intensive classes do not have a makeup option. Finally, when you record a future absence in your Parent Portal, please take note that the absence will not become eligible for make up until after the class has been missed. We will be working diligently to get these absences marked but you are welcomed to call and request a lesson be marked eligible. We love when parents mark future absences because this provides another opportunity for other parents to schedule in their make up lesson!
- **\*\*Please note: starting March 1st, 2024 our Front Desk will no longer be booking makeup lessons for families; all makeup lessons will need to be booked through your Parent Portal.**
- Your swimmer will need a snug swimsuit, swim goggles (not scuba goggles) and a towel for each class. If your child has long hair it is helpful for them to either wear a swim cap or have their hair tied back away from the face. For our Parent Tadpole classes, your swimmer will need to be double diapered.
- Our Group lesson children will be called out to the deck 5 minutes before their class begins and then our Parent Tadpole class will be called out right at their scheduled class start time. Please arrive approximately 10 to 15 minutes early to change and prepare for class! While you are welcome to walk your Minnows and Flying Fish over to the Deck Coach while we are setting up the class, we ask that you return to our viewing area for the remainder of the lesson.