

# **2020 Summer Camp Policies**

(missed days, cancelations, bookings,

## **MISSED DAYS POLICY**

Swim Stars Camp doesn't offer make-up days due to concerns over safety, quality, and availability. Missed camp days are not refundable. In case child is unable to attend camp due to illness, please send us an email at [camp@swimstars.biz](mailto:camp@swimstars.biz) and we will do our best to provide you with an alternative camp days.

## **CANCELLATIONS BY SWIM STARS**

In case of an unexpected event where Swim Stars Camp must cancel a day of camp, we will notify you at earliest possible time. Example of such events would be: a severe weather warning, or a safety problem with the pool/rental facility. For all cancelations made by Swim Stars Camp, full refund options will be provided.

In case of an unexpected situation during which the pool is not available for use for a longer period of time (excess of one week), or public health concerns, construction or other grounds outside our control, we cannot be responsible for providing any further swim lessons during that time. If this occurs, and in the event that it is not possible to reschedule swimming lessons until further notice, we will either offer 25% refund of the daily rate for the days that lessons were not available, or make-up lessons will be scheduled through our regular school of swimming program upon pool opening. (Please note that even if the pool becomes unavailable for use, our camp program will continue with all other scheduled classes).

## **BOOKING AND BILLING**

Waiver paperwork must be signed during registration. Registrations and bookings will not be processed without completing registration form in full.

In order to secure your preferred days/weeks, payment has to be made prior to the first day of camp. Please visit our website or email us ([camp@swimstars.biz](mailto:camp@swimstars.biz)) to verify your first day of camp for the specific year. Please note that each camp week has a cap and spots will be offered only if available. All spots are reserved with a payment on "first come first served" basis. Payments are done in person, on pool, every week during our regular working hours.

## **CANCELLATIONS AND REFUNDS**

After billing is completed, if you wish to cancel your camp booking, you must give us a written notice via email ([camp@swimstars.biz](mailto:camp@swimstars.biz)) at least 7 days prior to the first day of the booked week in order to get the full amount refunded (3% card processing fee, if applied, will not be refunded). If the cancelation is requested 6 or less days before the first day of the booked week, 50% refund will be made. There are no refunds for cancelations made on the day of the first day of booked week, or on any other day after booked week has already started.

If not complied with above defined cancelation policy, Swim Stars Camp is under no obligation to refund or transfer your money if you are unable to attend a part of or the entire booking. Swim Stars Camp does not offer make ups for missed days of camp. Significant cost implications do not allow for such requests. What may seem as a simple request is, in fact, an impractically huge administrative task when spread across our organization, university, and hundreds of other clients.

### **Summary of Refunds:**

- Seven days prior to the first day of the paid booking = 100% refund
- Six or less days prior to the first day of the paid booking = 50% refund
- Cancelation on the first day of the booking or on any other day thereon after = 0% refund

All cancelations must be requested by email. Our email contact: [camp@swimstars.biz](mailto:camp@swimstars.biz)

## **POOL SAFETY RULES**

All participants and parents are obligated to follow Swim Stars and SPU pool Safety Rules:

1. Do not enter the pool if you suspect you have or have a communicable disease or an open cut or blister.
2. Wear family appropriate and clean swim attire only.
3. Shower, using warm water and soap, before entering the pool or after use of toilet facilities.
4. Parents, no talking to swim instructors or lifeguards during swim class. Please wait until the end of the class if you have any questions.
5. Spitting, spouting water from mouth, or blowing the nose in the pool is prohibited.
6. No extended breath-holding or hyperventilation.
7. Do not run or engage in rough play, horse play in the pool area or locker rooms.
8. No jumping is allowed on the PVC platforms inside or outside the pool. All participants must follow instructor's directions at all times during the lesson.
9. Do not bring food, drinks, gum, or tobacco into the pool area. Strollers must be kept by the pool entrance.
10. Glass and shatterable items are prohibited in the pool area.
11. No jumping from the deck, diving board or diving blocks unless guided by a Swim Stars instructor.
12. No pushing, hitting or pulling other participants during or prior the lesson.

Swim Stars reserves the right to terminate the lesson and/or enrollment of any participants who refuse to comply with above stated rules. Swim Stars also reserves the right to reject future enrollment for participants that failed to follow the rules in previous enrollment. Swim Stars is not responsible for any injuries that are a result of not following the above stated rules during the lessons. Swim Stars is not responsible for any injuries that happen in pool area prior or after the lesson.

## **Behavior Guidelines**

*(Please read our behavior policy with your child before starting camp.)*

We expect campers to act respectfully at all times when they are on our property or participating in our programs. Campers are to behave in a well-mannered, responsible way and respect the rights and dignity of others.

### **Swim Stars Core Values:**

1. Campers respect themselves, each other, camp equipment, and their environment.
2. Honesty will be the basis for all relationships and interactions.
3. Campers take responsibility for their actions.
4. Campers will be caring in their relationships with others.
5. Campers will talk to a camp counselor if they are uncomfortable with any experiences or need assistance while at camp.

**Discipline Procedures:** *(When a camper does not follow the behavior guidelines, we will take the following action steps)*

- **WARNING:** Staff member(s) will redirect the camper to a more appropriate behavior.
- **YELLOW STRIKE:** If inappropriate behavior continues, the camper will be reminded of our behavior guidelines and camp rules, and the camper will be asked to decide on action steps to correct his/her behavior. Parents will be notified via a yellow form at the end of the day.
- **ORANGE STRIKE:** If a child's behavior still does not meet the camp's expectations/rules, and is affecting the experience of other campers, he/she will be referred to our camp counselor for behavior mediation. Parents will be notified via an orange form at the end of the day.
- **RED STRIKE:** If inappropriate behavior continues, as a final action step, the camper will be dismissed from our camp. Camper fees are non-refundable for remainder of the current week if a camper is sent home for disciplinary reasons.

### **Examples of unacceptable behavior:**

- Refusing to follow behavior guidelines or camp rules.
- Using profanity, vulgarity, or obscenity.
- Physical violence or bullying toward another camper or staff member.
- Stealing or damaging property (personal or camp property).
- Refusal to cooperate with staff.
- Disrupting the program.
- Leaving the program without permission.

- Endangering the health and safety of self or other children and staff.
- Teasing, making fun of, or bullying of other campers or staff.
- Fighting of any kind.

*The camp counselor may be called upon to work with the child cabin who needs additional support and behavior guidance.*

### **Bullying Policy**

At Swim Stars Camp, bullying is inexcusable. We have a firm policy against all types of bullying. Each camper is expected to treat all other campers with respect, and to help each other achieve the best possible experience. If a camper has difficulty meeting this expectation, a “Yellow-Orange-Red Disciplinary Procedure” will be followed, and parents may be called upon to assist.

Our leadership addresses all incidents of bullying seriously and trains staff to promote communication with other staff members. We work together as a team to ensure that campers gain self-confidence, make new friends, and go home happy with their camp experience.

Thank you,  
Swim Stars Team