

MISSED LESSON POLICY

We are focused on providing the best swim lesson experience possible. When you enroll your child into a class, the class time is held exclusively for your child each week; you are paying for your child's spot in their class - not their attendance. The instructors working during your child's time slot will get to know your child and will be able to address their progress in the most effective manner. The consistency of attending this scheduled class is one of the keys to our program.

Swim Stars make-up are limited to sick days and pre-scheduled school events. Swim Stars make-up policy has been designed to find a fair and fluent system on the rare occasion when absences happen. The policy is to be followed by all students:

- If a student is sick or has a pre-scheduled school event which prevents the student from attending the pre-paid lesson, an email notification needs to be sent to: info@swimstars.biz, with a brief description of the reason for the absence.
- This email has to be sent before or on the day of the missed lesson. Retroactive emails will not be accepted.
- Sick days: if the child skips more than 1 lesson in the same month due to a health reason, a doctor's notice needs to be submitted in order to request lesson credit past 1st missed lesson.
- If a lesson credit is approved via email, it must be claimed within 30 days.
- To claim your lesson credit (that has been approved via email), approach us at the pool desk. Approved lesson credit/s are given as credit for next month's enrollment. You must enroll your child for an additional month of lessons in order to be given the lesson credit.
- If lesson credit is approved and student will not be enrolling for next month, a refund will be issued.
- Lesson credits cannot be transferred to other students (does not apply for siblings).
- If you find that you must change your schedule due to reasons other than above noted, we would be happy to find you a new time slot for your current enrollment. Please inquire about alternative time slots with our administrative team.
- In case of lessons being canceled by Swim Stars or Saint Peter's University, Swim Stars will provide a lesson credit or give you credit for one lesson towards your next month.
- Only Swim Stars and Saint Peter's University are authorized to determine if a lesson should be canceled due to inclement weather. If you do not receive a notification from Swim Stars that a lesson is canceled - lessons are being held as planned. Choosing not to attend lessons that were never canceled by us will not qualify you for lesson credit.