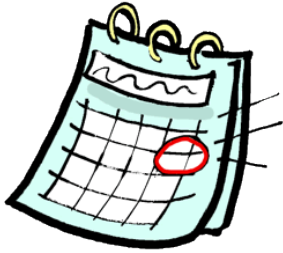




All About Swimming Safari Tuition

Monthly Billing



- Your child's lesson(s) will be on the same day and time each week until you change their schedule or submit a Cancellation Request Form.
- Our Perpetual Lessons Model allows you to pay month-to-month rather than requiring you to pay for a multi-month session in advance.

Automatic Withdrawal *on the 20th every month!*

- We require a credit/debit card to be saved for autopayments.
- Tuition will be withdrawn on the 20th of each month for the following month.



How to Calculate Your Tuition

of lessons scheduled for next month
X
price per lesson
=
tuition total

- **Price:** \$18.75 per lesson. Special Discount! Receive 10% off any enrollment that exceeds one child swimming once per week.
- **Annual Registration Fee:** \$35.00 covers your family for 12 mos.
- Monthly tuition is based on the number of classes scheduled.
- Example: Jane swims on Tuesdays. There are 5 Tuesdays in March. (5)Tuesdays x \$18.75 / class = \$93.75 for March tuition.

How to Stop/Cancel Lessons *Due by the 15th!*

- Cancellation Requests Forms must be submitted through our website www.swimmingsafari.com. Click "Cancellation Request" in the top right corner of our home page.
- To avoid being charged for another month of lessons, please submit this form by the 15th of the month prior to stopping.



Unexpected Cancellations



- If you have already paid for the next month and you need to unexpectedly stop lessons, we can place a credit on your Swimming Safari account to be used anytime within one year. We do not issue refunds.

5 Commonly Asked Questions

1. What is the best way to contact Swimming Safari?

Text Us! [904-646-7969](tel:904-646-7969)

Email Us! swim@swimmingsafari.com

2. Our schedule has changed. Can we adjust our swim class schedule?

YES! Our Safari Guides are happy to help you find something that works for your new schedule.

3. What should I do if my child misses a class?

Relax! We are happy to reschedule your child's class if it meets our make-up policy criteria. See below.

One Time Absence / Make Up Policy

- There is no need to call ahead if you'll be missing one lesson. To schedule a make-up class, visit swimmingsafari.com and select "Request Make Up" in the top right corner of the homepage on your computer or smart phone.
- Once per week swimmers are allowed one make-up per month. Twice per week swimmers are allowed two make ups per month...etc.
- We allow up to 30 days from your child's absence to complete a make-up class.

Family Vacations/Extended Absences

- If you plan to miss more classes than our Make Up Policy allows, please contact us as soon as you know your child will be absent. We have several options to ensure our program can accommodate these circumstances.
- Option 1: You may stay enrolled in your child's normal classes; however, you would forfeit the ability to reschedule or receive funds for any classes that exceed the make-up policy. This option is best for families that would like keep their same day, time, and teacher upon their return.
- Option 2: You may place a hold on lessons by submitting a Cancellation Request Form. When you return, you may re-enroll for new lessons. Your previous spot will not be held. You will not be charged for any lessons until you return. If you have already paid for the lessons you will be missing, we may credit these classes to your Swimming Safari Account for up to 12 months.

Holidays

- You will not be charged for any holiday closures. No make-up classes needed!
- We will notify you if your swim lessons will be affected by a holiday closure.

Severe Weather

- We are lightening proof! We will remain open during thunder/lightning storms.
- We follow Duval County Public School's storm closure procedures concerning major weather systems.
- If you have not heard from us about lessons being cancelled, we are still open.

4. How may I find out about my child's progress?

We love to talk to you! Just ask a staff member for updates about your child's progress at any time.

Moving Up Levels

- Every swimmer is evaluated at least once per month to monitor their progress.
- Your child may move to the next level as soon as all required skills have been accomplished.
- If your child has been evaluated to move up they will receive a star during class. Bring this star to the front desk to schedule a class in their new level.
- If your child has not progressed on a skill after several months our staff will strive to create a plan to help them improve. Talk to us! Your input is always helpful.
- We LOVE feedback! If you feel like your child's lessons could be improved in any way, please let a staff member know immediately.

5. Does my child need to wear a reusable swim diaper?

ALL children under the age of 3 ½ are required to wear a reusable swim diaper, even if potty trained.