

Policies and Regulations

Makeup Policy

- For Preschool Program, Learn to Swim Program, Swim Fitness, Adult and Private Lessons, each swimmer is entitled to up to two (2) make up classes per session.
- Swimmers enrolled in our School Year Swim Program are entitled to a maximum of 9 make up classes per year.
- If lessons are cancelled due to weather conditions or other unforeseen problems, Swim Apex will schedule make up classes for the affected swimmers.
- Lifesaving Leadership Program, Pre Competitive Program, and Swim Team Training are not eligible for make up classes.
- Swimmers cannot substitute another swimmer for lessons the registered swimmer will miss.
- Parents are responsible for notifying Swim Apex of any absences at least 1 hour before a lesson is scheduled to start.
- Parents can call Swim Apex at 905-305-8108, text at 905-764-8108 or email at info@swimapex.com. Please clearly state the absent swimmer's name, class time, and date of absence in order for us to better arrange make up classes.
- If prior notice of an absence is not received, then no make up class will be available.
- Make up classes will be arranged during or at the end of the current session. There are no guarantees that the swimmer will have his/her regular instructor for any make up class.
- Make up classes cannot be carried forward to the following swim session.
- Absence from a make up class will result in a lost class. Swim Apex will not reschedule missed make up classes.
- No monetary refund will be available for missed classes.

Other Rules and Policies

- Swimmers who are 6 years old or older must access his/her gender changeroom / washroom.
- Do not leave any valuables in the changeroom / washroom. Swim Apex is not responsible for lost or stolen items.
- No swim bags or shoes allowed on deck. All the belongings must be kept in the changeroom / washroom.
- No photography or video recording allowed in the changeroom / washroom or in the pool area.
- Swimmers under the age of 3 (even for those potty trained) must wear an approved elasticized legged swim diaper.
- Swimmers with long hair should be pulled back or wear swim cap.
- Pool safety rules must be followed at all times.
- Feet-first entry into the pool. No diving allowed.
- Outdoor shoes are not permitted on deck.
- No food, drink and glass containers are allowed in the pool or on the deck.
- Swim Apex reserves the right to make such rules and regulations in the operation of the school as it deems appropriate and it is a condition of acceptance that these rules and regulations be observed.
- Swim Apex reserves the right to change fees at any time.

Cancellation and Refund Policy

Refund Policy for Preschool Program, Learn to Swim Program, Swim Fitness, Adult, Private and Pre competitive Training Program

Cancel at least ten (10) days before the start of the first lesson	Full refund minus \$25 administration fee
Cancel less than ten (10) days before the start of the first class and up to the day before the first lesson	No refund and full credit minus \$25 administration fee
Cancel on the day of the first lesson and up to and including the third lesson	No refund and pro-rated credit minus \$25 administration fee (For all lifesaving leadership programs, no refund or credit once the program starts.)
Cancellation received on or after 4th lesson	No refund nor credit
Cancellation received on or after the 4th lesson due to medical reasons and is supported by a medical statement	No refund and pro-rated credit minus \$25 administration fee
Cancellation by Swim Apex	Full refund will be granted

Refund Policy for School Year Program

Cancel at least ten (10) days before the start of the first lesson	Full refund minus \$25 administration fee
Cancel on the first lesson and up to November 1st	No refund and 50% credit minus \$25 administration fee
Cancel between Nov 2nd to Feb 1st	No refund and 20% credit minus \$25 administration fee
Cancel after Feb 1st	No refund nor credit

Refund Policy for Swim Team Program, Stroke Clinic or Training Camp

Cancel at least ten (10) days before the start of the first training	Full refund minus \$100 administration fee
Cancel less than ten (10) days before the start of the first training and up to the day before the first training	For those choosing full payment, 65% of the amount paid after \$100 administration fee For those choosing 3 equal payments, 60% of the training fee after \$100 administration fee
Cancel after the first training session of the season	No refund nor credit
Cancel during the training season due to medical reasons and is supported by a medical statement	Pro-rated credit minus \$100 administration fee

Authorization, Release and Acknowledgement

Photographic and Digital Media Waiver

- I understand and authorize my child's photograph/video/voice/name to be used for school purposes only (including school promotional materials in print, all forms of digital media as well as online, including social media).
- I hereby release Swim Apex Aquatic Club and all of its officials, employees, directors or contractors from any liability actions or lawsuits whatsoever arising by the undersigned, the undersigned's child or any associated spectator(s) from attendance or participation in any activity or travel relating to the current or future program offered by Swim Apex Aquatic Club. Furthermore, that Swim Apex Aquatic Club does not, by admitting my child to membership, by prescribing a course of exercise or swimming program, allowing my child use of the pool facilities, thereby assume any liability for injury, accident, illness, deterioration in health, death or otherwise, liability for loss, theft or damage to any property. I certify that my child is in good physical health and there is no medical reason why he/she/they should not attend.
- I agree to pay all amounts in accordance with the fee schedule. I further agree to pay a \$35 bank administration charge for any NSF cheque.
- The information in the registration form is true and correct; and the undersigned acknowledges that he/she has received, read and understood all the rules, make up policy, refund policy and the information contained in this Authorization, Release and Acknowledgement form.

Print Name of the registered participant

Print Name of parent or guardian or swimmer over 18 years of age

Signature of parent of guardian or swimmer over 18 years of age

Date