

Swim Lesson Policies

- *Swim Lessons are 30 minutes*
- *Children under the age of 16 need to utilize the family locker room*

Billing and Waiver

Participants must sign a registration form in agreement with NCH Swim Lesson policies and procedures at the front desk. Please provide a credit or debit card when you register for swim lesson payments. There is a \$25 fee for declined credit cards, returned checks, and late payments.

Cancellation

Cancelations must be made at least 24 hours in advance. Please notify the Group Fitness Coordinator at 847-618-3665 or email Gkhalaj@nch.org to reschedule the lesson. Please notify us with **at least 24 hours notice** if you or your swimmer will be absent from a swim lesson to receive a make up lesson. If this does not occur, you will be charged for the missed swim lesson.

Tardy

If you are late to the swim lesson, the instructor will teach for the remainder of the assigned lesson time. Lessons will not be extended to accommodate late arrivals. Please notify the NCH Front Desk at 847-618-3501 if you are running late.

Withdrawing from lessons

Lessons are ongoing. Private and Semi-Private swim lessons packages are non-refundable and non-transferable, unless medically necessary. In this case, we require two weeks notice to end lessons. To end lessons, please contact our Group Fitness Coordinator at 847-618-3665.

Supervision

Children must have an adult onsite during their entire lesson. Please do not leave children unsupervised. A lifeguard is NOT on duty during swim lessons. Children who are not potty trained are required to wear a swim diaper and a swim suit.

Pets

No pets are allowed on the premise, with the exception of service animals.