

Best of Forsyth 2019 – Best of Forsyth 2020
Best of Forsyth 2021 – Best of Forsyth 2022
Best of Forsyth 2023

Swim Warriors

2023 Indoor Rental Pool Policies

To the guardians of our 2023 Swim Warriors,

Thank you so much for joining our Swim Warriors family! All of us at Swim Warriors are so very excited to start our first full year of being a year-round company, especially with you on board!

The Swim Warriors program is rooted in one-on-one teaching between the instructor and their swimmer. We primarily focus on safety skills and rely on the swim-float-swim method and survivor check-off methods. Endurance training, refining stroke technique, and competitive swim guidelines are practiced once a swimmer has mastered their survival skills.

Our goal here at Swim Warriors is for each and every swimmer to come out stronger, smarter, and more confident than before– all while discovering a love for the water! We do this by teaching, encouraging, and guiding swimmers of all ages and abilities in an individualized setting. Together, we find strength in the water!

We are dedicating the 2023 swim season to community outreach and saving as many swimmers as possible.

Once again, welcome to the Swim Warriors family! We are so happy to have you and your swimmer(s)! Thank you so much for jumping into the new year with us. We can't wait to welcome you at our new location.

All the best,

The Swim Warriors Team

There is a picture release form located near the end of this document. If you wish not to sign it, please reach out to office staff before continuing to fill out the rest of this document. Office staff will then send you the document that does not include the picture release form.

What's included?

Below you will find a series of documents to be reviewed.

Please read through these documents carefully and reach out with any questions you may have. We ask that you **please sign at the bottom** of the last page to show **acknowledgement and agreement**.

Included:

- Page 1 – Parent letter
- Page 2 – What's included?– Table of contents
- Page 3 – Cancellation Policy
- Page 4 – Make-up Credits
- Page 5 & 6 – Policies and Procedures (Before lesson)
- Page 6 & 7 – Policies and Procedures (During lesson)
- Page 7 – Policies and Procedures (After lesson)
- Page 8 – Schedule changes (rescheduling, makeup, instructor absences, weather)
- Page 9 – Communication with staff & facility use and risks
- Page 10 & 11 – Release of Liability (including Covid policy)
- Page 11 & 12 – Frequently Asked Questions
- Page 13 – Picture Release Form
- Page 14 – Final Acknowledgement and Agreement

*You will find that the sections with more detailed explanations require parent/guardian initials. By signing the final agreement, you agree to **all** explanations and components of **all** documents included in this attachment. However, parent/guardian initials are still required on all applicable sections in addition to the final signature.

Cancellation Policy Indoor Locations

Please take this cancellation policy into consideration when signing up for lessons. If you have any questions regarding the policy, please feel free to contact our office before continuing to sign this document.

Swim Warriors does not “reschedule” lessons. Any time a lesson is removed from the schedule, it counts as a cancellation and the appropriate fee will be applied. Office staff works countless hours to build the schedules and send out openings. Rescheduled lessons cause gaps in the schedules and openings that cannot always be filled. Please keep in mind that we offer the cheapest private lessons in the area. In order to keep our prices the same, we are strictly enforcing our cancellation policy. Cancellation fees are non-refundable.

24 hours or less:

100% of the lesson price is owed.

In the event that the client is required to pay full price for a lesson cancellation, a make-up credit will then be added to the clients account. **Please see make-up credit details and stipulations on the next page.**

25 hours – 7 days:

50% of the lesson price is owed, not including rental pool fee.

The client may choose to pay this fee, or pay full-price and receive a make-up credit.

Over 7 days:

\$5 per 30 minute lesson is owed, not including the rental pool fee.

The client may choose to pay this fee, or pay full-price and receive a make-up credit.

Please understand that this policy does include cancelling all of your swim lessons (after paying registration fee), regardless of the reasoning. **If you choose to cancel the remainder of your lessons, they will all be charged according to the policy listed above, with the maximum charge being \$150.**

The key to successful swim lessons is consistency. Your swimmers are our number one priority!

Parent/guardian initials: _____

Make-up Credits

If a client cancels a lesson within 24 hours of the lesson start time, the lesson will still be charged at full price but a credit for that amount will be added to the clients account.

This includes cancellations for sickness and ANY other reason.

Please see stipulations listed below for further details on make-up credits.

- Make-up credits must be used within 45 days of the cancellation. It is the responsibility of the client to check the weekly emails with openings and to reach out about scheduling a make-up lesson. Please understand that we are not able to guarantee a reschedule that aligns with your availability.
- The limit for make up credits is 15 per calendar year. Once the limit has been reached, any lessons cancelled thereafter will be subject to cancellation fees according to the policy–no credit will be given.
- If the client cancels a lesson with MORE than 24 hours notice, they may choose to pay the applicable cancellation fee, OR pay full price for the lesson and receive a make-up credit.
- If a make-up lesson is cancelled by the client, the credit is forfeited.
- CREDITS WILL ONLY BE OFFERED FOR LESSONS CANCELED AT LEAST AN HOUR PRIOR TO THE START TIME. If we are not notified at least an hour prior, the lesson will still be charged and no credit will be given. By initialing this section, you agree to these terms.

As a reminder, this is the policy for indoor locations. Our cancellation policy differs for travel and outdoor pool locations. If a client is taking lessons at both indoor and outdoor locations, the policy applied to future cancellations will correspond to location of the lesson being cancelled.

Parent/guardian initials: _____

Policies and Procedures

PLEASE READ CAREFULLY BEFORE ACCEPTING. THIS IS A RELEASE OF LIABILITY & WAIVER OF CERTAIN LEGAL RIGHTS.

I recognize and fully understand the following:

BEFORE THE LESSON

Timeliness – Please plan to arrive **10 minutes prior** to your child’s lesson. Have your child ready to enter the water: wearing proper swim attire and potty time completed (if applicable). In addition, you agree to abide by the specified dates and times for all swim lessons. Please understand that if you do not arrive within 15 minutes of the lesson start time, your instructor is authorized to leave the pool and you will be subject to cancellation fees.

Reminder texts: Please be aware that you will receive a “confirmation” text from our automated computer system exactly **48 hours prior** to your lesson. **No responses to the automated text reminders are needed, it is an automated line.** If you believe you received a misinformed text, please **text-** (678)-230-9411 or **call-** (706)-701-3789 our office immediately. Failure to do so can result in **being charged** for the lesson accordingly.

Flotation devices – If **you** have been given the ‘okay’ **from an instructor** to allow your child to swim without a flotation device outside of lessons (I.e life jacket or backpack training aid), please help your child **warm up before** swimming. This must include **reviewing floats**, and swimming across the pool with a combination of floats and ‘play’ **breathing** to ensure that the techniques are fresh in their mind. Your instructor will demonstrate this for you as well. **This is only in the event that your child’s instructor** has given this allowance and permission. **Even in the event that a child is wearing a flotation device, they should never be left without adult supervision around the water.**

Please understand that Swim Warriors does not support the use of puddle jumpers during or outside of swim lessons. Puddle jumpers cause a false sense of security, and also teach your swimmer how to remain in the drowning position through muscle memory. **The only way to ensure your swimmer is always safe around the water if they have not mastered their survival skills is to be in the water with them- and to practice with them!** **By signing this, you understand that using puddle jumpers after starting lessons will greatly reduce the effectiveness of our program.**

What to bring- Parents can count on their child’s instructor to have **goggles** at all times, either for purchase or one-time use. We highly recommend purchasing goggles in order to encourage your swimmer to practice outside of lessons. **Please bring a towel along with TWO layers of swim diapers if your swimmer is not fully potty trained.** Competitive swimmers or adults may bring water if they choose to do so.

Parent/guardian initials: _____

Swim Diapers– **Two layers** of swim diapers are required for swimmers who are not fully potty trained. **In the event that a swimmer has a fecal accident in the pool, a fee of \$75 will be charged to the clients account.**

Swim attire – Males are asked to wear **swim trunks** or jammers. Females are asked to wear a **one-piece swimsuit** if they are competitive swimmers, two pieces or one pieces are allowed otherwise. **Swim shirts** can be beneficial to wear if desired (not required), especially for **babies** as it gives the instructor something to grab onto during back floats.

For **competitive swimmers**, a swim **cap** and competitive bathing **suit** (or one-piece) should be worn; NO swim shirt unless requested to wear for specific reasons. Swim **shoes** are not permitted or needed.

Parent/guardian initials: _____

DURING THE LESSON

Designated lesson time – Lessons are **30 minutes** each **regardless** of any time your child leaves the water for any reason (i.e. potty break). If the client is late, the full lesson price will still be charged. If the instructor is late, only the time spent in the water will be charged.

Pulling your child out of water – If you choose to pull your swimmer out of the water or end the lesson early for **any reason** (ie. bad behavior), your **full lesson amount** for the day is still **required**.

Watching lessons vs. parent/guardian being involved – Guardians are **not permitted** to be in the water during lessons. If your swimmer is having a difficult time during the first few lessons, please understand that instructors sometimes ask parents to please step out of their swimmers line of sight. Please respect your instructor's requests to distance yourself from the lesson, especially if it is **causing a distraction** to the swimmer. We encourage parents to remain within a reasonable distance so that they are still able to observe the lesson while out of their swimmers view.

Clients who take lessons at Swim Warriors (Dawsonville), must watch the lesson from the designated viewing area. **Parents/guardians will not be permitted to remain on the pool deck during lessons.**

The only persons permitted to attend each swim lesson are two parents/guardians of the child or an approved nanny/sitter that is at least 18 years or older. If you would like to bring additional friends or family, you must receive permission from your instructor to ensure that your swimmer can handle the extra attention and added distraction.

Following instructor suggestions – To provide a **safe** and **productive** lesson for your child, please **follow any requests** from your instructor. Our instructors are **extensively trained** to provide your child with the best experience and environment for learning. Every child is different; therefore lessons are specifically catered towards your swimmer and may vary from what you see another child doing. (i.e. moving out of the swimmer's line of sight has been proven to be very effective for the first couple of lessons; this helps **establish trust** between swimmer and instructor).

Best of Forsyth 2019 – Best of Forsyth 2020
Best of Forsyth 2021 – Best of Forsyth 2022
Best of Forsyth 2023

Food and Snacks – We ask that swimmers do not ingest any food **30 minutes before** the lesson, **especially** for young swimmers as it increases the chances of an upset tummy (vomiting). This includes water and milk/formula.

Final check-off – We do provide an **option** for a **final** “check-off,” which requires the swimmer to be fully clothed with tennis shoes and socks on, **if approved** by the instructor. It is **up to your child’s instructor** to determine whether or not your child is prepared and ready for this skill. It is up to the parent to decide whether they would like their swimmer to complete check-offs fully clothed or in their swim attire. Per parent request, we can complete check off lessons at other locations such as your family lake/dock. Please contact our office for more details.

Parent/guardian initials: _____

AFTER THE LESSON

Instructor Change Requests– **If you are unsatisfied with your instructor, we ask that you notify office staff immediately.** We have multiple lead instructors and quality control supervisors in place to aid instructors and assist with lessons when needed. This is **ALWAYS** the route we take before considering switching instructors. We appreciate you giving our instructors the chance to learn and grow! Please remember that swimmers who cry are still learning through the tears. Additionally, we do have male instructors on staff. Swim Warriors **WILL NOT** accept requests to change instructors due to gender.

Please understand that Swim Warriors is not able to guarantee the same instructor for every lesson. There are many reasons why the instructor may change between lessons, many of these reasons being beyond our control. Instructors are required to leave detailed notes on each swimmer after every lesson. This will ensure that any instructor who is scheduled to teach next will be updated on your swimmers progress in preparation for the lesson.

Exiting the pool deck– Please enter the pool deck to assist your swimmer out of the water at the 27 minute mark. The last three minutes can be used to speak with your instructor about the progress of your swimmer and what skills they should practice at home. We want to ensure that this process runs smoothly that way the next lesson can start on time.

Payments – **All clients are required to have a card saved on file.** This can be done when paying the registration fee invoice. Client’s can also call the office landline to add their card on file over the phone. Cards on file will be charged the business day **following** the **lesson**. Lessons taken on a Friday, Saturday, Sunday or national holiday will be charged the following business day.

If your card is declined or becomes expired, we will send an invoice to the email address we have on file. Please select the option to save a new card on file when paying the invoice. If payments have not been made **48 hours** after the invoice was sent, remaining lessons will be **cancelled**. We will remind you via text message if any payments are overdue **prior** to canceling your lessons. **By initialing this section, you agree that Swim Warriors has the right to take legal action for any payments that extend past 48 hours of the invoice being sent.**

Starting in 2023, there will be a service fee of 2.5% charged for ALL swim lessons.

Parent/guardian initials: _____

SCHEDULE CHANGES

Changing date or time of lessons/ rescheduling/ make up lessons – After you have confirmed your schedule for the session, the schedule is considered “finalized”. **Any changes made thereafter at the clients request will be subject to fees according to our cancellation policy. All cancellations/schedule changes must be done via text message.**

If the client needs to reschedule a lesson that was cancelled for any reason, they must check the weekly emails that get sent out with all instructor openings. It is the responsibility of the client to check these emails and reach out to our office via text to claim a spot. The spots are first come, first serve for current registered clients. **Reschedules are never guaranteed, it is dependent on what Swim Warriors has available versus client availability.**

Occasionally office staff will reach out with a request to adjust lesson start times in order to condense our schedules after getting a cancellation. This is for the purpose of keeping lessons back to back that way instructors can start later or end earlier, depending on which applies. Please know that you are never required to accept these requests. **We ask that you keep your current time if it is more convenient for your schedule. Swim Warriors will not waive cancellation or travel fees for lessons cancelled after confirming a request to adjust lesson times.**

By initialing below, you understand and agree that clients are not guaranteed an open spot in the schedule if they request to cancel, change, or reschedule a lesson for **any** reason.

Parent/ guardian initials: _____

Instructor Absences– In the event that an instructor is out unexpectedly, we will automatically try to find a substitute to cover the lessons. If a substitute can not be found, a discount will be applied to the next lesson. This does not include cancellations due to instructor sickness. **No discounts will be given for cancellations due to instructor sickness.**

Weather - Weather is monitored by radar consistently. **Lessons at indoor locations are only effected in instances of severe weather.** Otherwise, lessons will continue as normal.

Facility Closures -In the event that the facility and/or pool is unfit for use due to any reason, credits will only be given to clients already on the premises. Otherwise, the lessons will be cancelled and office staff will do their best to reschedule them to another day and time.

Parent/ guardian initials: _____

COMMUNICATION WITH OFFICE STAFF

We ask that you please remain kind and compassionate towards all staff members. They work countless hours to ensure that scheduling is done correctly and that clients are happy. We always strive to do whatever it takes to ensure that our clients are satisfied. However, we do not tolerate disrespect towards staff members.

Swim Warriors reserves the right to dismiss clients who choose not interact with staff members kindly and respectfully.

Contact Information -

(706)–701–3789- Landline to be used for phone calls only. We suggest you save it to your contacts under “Swim Warriors- Landline”

(678)–230–9411- This line is to be used for text messaging only. We suggest you save it to your contacts under “Swim Warriors- Text”

The virtual office coordinator can be reached via email at swimwarriors.info@gmail.com. Please allow up to two business days for a response.

Parent/ guardian initials: _____

FACILITY USE AND RISKS

The use of any facilities, services, equipment or premises used by a Swim Warriors employee, and **your participation** in or visit to a Swim Warriors swim lesson, **involve the risk of injury** to you and your child, whether you or someone else causes it. Specific risks vary from one activity to another and the risks range from minor injuries to major injuries, including catastrophic injuries such as drowning and death.

By initialing below, you **understand and voluntarily accept these risks and agree** that Swim Warriors, the owner and operator, and all employees including instructors and Jr. instructors, will not be liable for any injury (including, without limitation, personal bodily or mental injury), economic loss or any other damage to you, your spouse, child/children, guests, or relatives, whether caused by the active or passive negligence of the Releasees or otherwise or by anyone at the facilities during Swim Warrior swim lessons.

I **waive the right to sue** for any of the above statements in this agreement.

Parent/ guardian initials: _____

Release of Liability: risks, injuries, and medical emergencies

PLEASE READ CAREFULLY BEFORE ACCEPTING. THIS IS A RELEASE OF LIABILITY & WAIVER OF CERTAIN LEGAL RIGHTS.

I adhere and agree to the following:

COVID policy – Guardians must **alert us immediately** upon themselves or their swimmer having symptoms resulting in a covid test being needed. In the event that **any other member of the same household (not just the swimmer)** shows signs of, has symptoms, or has tested positive for COVID, all lessons will **stop for a minimum of five days**.

Please know that we do not allow instructors to wear masks or face shields while teaching lessons. Instructors are also not allowed to disclose their vaccination status to anyone who might ask. This is personal medical information and will not be shared with clients. If you have any questions or concerns regarding the COVID policy, please don't hesitate to reach out to office staff.

COVID cancellation policy– If you need to cancel a lesson or multiple lessons due to Covid, the cancellation policy only applies to the first cancelled lesson. Any other lessons cancelled during the 5 day quarantine period will not be charged. This is only in the event that proof of a positive Covid test result can be provided to office staff. For further details on our Covid policy, please see policies and procedures below.

All allergies/Medical Conditions/Disabilities – Medical conditions including allergies, **must be discussed prior to the first lesson** with your instructor; as well as physical or cognitive disabilities. In addition, they must be listed on your registration form. If you have not done so, please contact our office immediately so they can update your profile prior to your lesson.

The guardians must disclose any allergies, or special needs of any kind in order for us to create the best and most safe lesson plan for each swimmer.

In the event of a medical emergency – Our instructors will **always** have CPR masks, a simple first aid kit for small cuts and scrapes, chewable Benadryl for allergic reactions, and sting and bite relief patches on hand. Our indoor locations also have AED machines on the premises. In the event of an emergency, the lesson will automatically end early and be discounted up until the minute your swimmer was in the water. A doctors note **must** be provided for the child's return.

I understand and agree that Swim Warriors is **not responsible** for any injuries sustained during lessons, including but not limited to the pool, pool deck and surrounding areas, including allergic reactions to the pool environment or any sickness, illness, injuries or damages incurred. This also includes other supervised or unsupervised children in the pool or pool area, and other injuries resulting from participation in swim lessons.

Parent/ guardian initials: _____

It is a possibility that your swimmer may ingest a minimal amount of water during lessons. This is completely normal! However, if this occurs please avoid rigorous playtime after the lesson ends in order to prevent possible vomiting and/or upset tummy. Some pools, specifically neighborhood pools, have a higher concentration of chemicals. Some swimmers may react differently so we ask that you remain cautious.

Parent/ guardian initials: _____

Swim lessons should never take the place of adult supervision in the water. Never leave your child unsupervised in or near any body of water! Please follow guidelines given by your instructor on how you can complete a check off swim with your child prior to them entering any body of water without a flotation device.

Parent/guardian initials: _____

Important FAQ

How can I personally help my child improve?

You can help aid your swimmer by practicing in the tub (i.e. taking monkey breaths, trying on goggles, looking at toys in the tub, dumping water directly over their heads, etc.), and by practicing in the pool (scooping and kicking after a toy on their bellies, going under towards the wall or the stairs, looking at diving rings on the steps with goggles, monkeying on the wall, jumping in and catching them). Anything to encourage independence can be included here. TAKE VIDEOS of your swimmer! Show them on repeat until the next lesson! More information on this is provided in your welcome email.

Will my child's instructor provide tips to better their technique and experience?

In order for lessons to progress at a fast rate we encourage our parents to practice with their swimmers as much as possible. Please ask your instructor for tips! Please understand that cancelling lessons can greatly affect the outcome of our program on our swimmer.

Do I have to be present during lessons?

YES! Please see [Watching lessons](#), under [During Lessons](#) above for more information and requirements on this.

How do you match my child with their instructor?

Each instructor has different strengths and are chosen based on the information the client provides regarding their swimmer, including their needs, abilities, and personality. We have some that specialize in competitive swimming, some in special needs, some in infant survival, etc.! Please understand that failing to list detailed information about your swimmer on your registration form can result in them being placed with an instructor who is not the ideal fit for your child.

What kind of training do the instructors undergo to ensure the highest quality of lessons and expertise?

40 hours of in water training plus 12 hours of online classroom training is required for first-year instructors. Returning instructors complete a set amount of in-water training hours required according to how long they have worked for Swim Warriors. In addition, an online training is required each year. Every instructor must complete a rigorous check-off list supervised by Brooke Rapson, owner and operator, only.

How long should my swimmer take lessons?

They should take lessons until you feel confident with your child swimming without a life jacket at the beach or lake. Your child should stay in lessons until you have that peace of mind, that typically comes seeing your child, confidently and nearly effortlessly (like second nature) rolling over to floating/saving position in many different scenarios.

In the US, tragically 3,500 to 4,000 people drown per year. That is an average of 10 fatal drownings per day. Drowning is the LEADING cause of unintentional injury-related death for children ages 1-4.

Our program emphasizes long term goals and confidence. I love to use this example- If you teach your child to ride a bike, but only practice once a year for 1-2 weeks and then stop until the following year would you be confident in their bike riding abilities? Knowing when to brake, when it's safe to cross the street, how to handle hills etc. No. It'd be like starting from zero every time.

This is why we encourage our parents to stick with lessons for as long as possible. Building on their skills and confidence. Programs that promise results in a week worth of lessons DO NOT work. In a few weeks or months your child may develop a different fear/challenge- as they grow and discover- new problems arise. It may be of the deep water, or they'll become more aware of their surroundings and find that an exit point is not easily found. Kids change SO MUCH on a week to week basis and different environments present different problems. Their confidence needs to be reinstated in the water every week or on a reoccurring basis; as well as there are so many skills to be added after survival skills are learned. In a state of panic in water you want lifesaving skills to come without thought....completely automatic.

We are so excited to now offer year round lessons so that our swimmers are not practicing three-six months out of the year, they can practice for as long as it takes for parents to have that peace of mind.

Swim Warriors' #1 goal is ensuring your child's safety around water.

Have more questions?

Please review your welcome email or our FAQ page on our website, swimwarriors.com. Otherwise, please reach out with any other questions or concerns. Thank you!

Picture Release

By signing this form, you are allowing Swim Warriors and its associates to take videos and photos of your swimmer to post to our social media outlets and website.

By signing this form, you are allowing Swim Warriors and its associates to take videos and photos of your swimmer to use for any promotional material or advertising such as flyers, table cover cloths, business cards, etc.

Once again, you agree to allow Swim Warriors to take pictures and videos, store them, and use them for the following:

- Promotional material
- Social media
- Web content

If this is something you would like to forgo, please inform office staff so that you can be sent this document without the picture release section. If you choose not to sign the picture release, we will make a note on your profile so that your instructor will be aware.

Parent/ guardian initials: _____

Final Acknowledgement and Agreement

I have read and understand this document in its entirety.

I fully agree with and have reviewed the following documents:

- Policies and procedures: before, during, and after lesson(s)
- Cancellation policy and make up credits
- Release of liability: risks, injuries, and emergencies
- Important FAQ directly applicable to policies and procedures
- Picture release form

If a policy/procedure is broken, we reserve the right to cancel all future lessons with said participant (s).

Once again, by signing this form you are acknowledging that you have read, understood, and agree to follow our policies and procedures, liability expectations and requirements, and picture release.

Participant(s) name(s): _____

Parent or legal guardian name: _____

Parent or legal guardian signature: _____

Date signed: _____