

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

Swim Warriors 2022

To the parent(s) of our new Swim Warrior(s),

Thank you for joining our Swim Warriors family! We are very excited to begin the 2022 swim season, especially with you on board. Bring on the sunshine and pool time!

This year, we have welcomed thirty instructors and counting. Due to the level of experience and dedicated hearts of our new and returning instructors, we are able to offer more to all of the wonderful families choosing to join us.

During our lessons, we provide 1-on-1 teaching between the instructors and swimmers, and focus on safety skills such as the swim–float–swim method, survivor check–off methods, endurance training, refined stroke technique, and competitive swim guidelines.

All swimmers' needs and wants differ, and therefore each student will be matched with an instructor who is best fit to meet their individual needs. Due to the mass volume of clients this year, the delays in scheduling, and rise of gas prices, **we will no longer be allowing** a choice of instructor when signing up. Our instructors will now be assigned to specific zip codes and neighborhoods. As always, we will take the individual needs of your swimmer into consideration when choosing an instructor.

We are dedicating the 2022 season to teaching, encouraging, and guiding all ages and abilities. Our goal is for each and every swimmer to come out stronger, smarter, and more confident than before.

Together, we are [finding strength in the water](#).

Once again, welcome to the Swim Warriors Family! We are so happy to have you and your swimmer(s)!

Thank you for jumping into the season with us. We're counting down the days until the first lesson.

All the best,

The Swim Warriors Family

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**. By signing, you are jumping into the new season!

Included:

- Page 1 – Parent letter
- Page 2 – What's included?/ Table of contents
- Page 3 – Cancellation Policy
- Page 4 – Policy and Procedure (Before lesson)
- Page 5 – Policy and Procedure (During lesson)
- Page 6 – Policy and procedure (After lesson)
- Page 7 – Schedule changes (rescheduling, makeup, substitute instructors, weather)
- Page 8 – Rental Policy
- Page 9 – Communication with swim warrior's staff
- Page 10 – Release of Liability (including Covid- 19 policy)
- Page 11 – Frequently Asked Questions
- Page 12 – Picture release
- Page 13 – 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

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.

-24 hours or less: 100% of the lesson is owed

-25 hours–7 days: 50% of the lesson is owed

-Over 7 days:

\$5 per swimmer per lesson is owed

(ex: cancelling with 10 days notice and 3 swimmers would owe \$15)

-Cancelling all lessons after confirming and paying registration fee:

\$5 per swimmer, per lesson is owed, max \$150

(ex: 2 swimmers with 3 lessons remaining would owe \$30)

-Two sick days allotted per swimmer, per season.

For example, if you cancel due to sickness you will not be charged the first two times. Any sick days after the first 2 will be charged according to the cancellation policy.

-This policy does not apply to bad weather cancellations. For more information on our weather policy, please refer to the policies and procedures below.

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.

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

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.

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. 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.

HOA/lifeguard rules and regulations – these rules must be followed at **all** times. Please check with your HOA regarding private lessons being taught at the facility. Our company is **licensed** and **insured**; we can sign a liability release per the HOA, if it is requested with **ample notice** (two weeks minimum). In addition, please check with your HOA regarding adult swim, as our instructors **must be allowed to work through** adult swim with a 1:1 ratio. If your neighborhood pool requires the instructor to exit the pool during lifeguard breaks, you must agree to pay for any additional time needed to complete the lesson. Failure to check in with your HOA prior to confirming your schedule may result in cancellation fees and us being unable to move or reschedule your lessons. Many neighborhoods have summer swim teams, so please ensure that you have checked their hours before signing up for lessons.

Instructor arrival and travel - Due to rising construction and traffic in the Forsyth county area, Swim Warriors instructors plan to teach for a **minimum of one hour** (excluding rental pool locations) at any given location.

Pool temperatures – Swim Warriors instructors are aware of the average pool temperatures in the area; due to environmental factors such as excessive rain, the water may not be warm enough during the cooler months for early morning lessons (i.e. 9 AM). We **reserve the right to cancel** lessons based on water temperature if we believe it will affect the **quality and safety** of the lesson, especially when considering the age of the swimmer.

Heated Pools

Heated pools must be heated to **86–88 degrees** for lessons that occur during pre–season and post–season. The temperature outside must be above 55 degrees in order to hold lessons in heated pools.

Facility closures – Facility closures are sometimes unavoidable due to circumstances such as fecal matter in the pool, swim meets, or unsafe chemical levels. Therefore it is **up to the parent or guardian to ensure** the pool is **available** and **safe** for swimming on the day of your child’s lesson. Maintain awareness of your HOA pool hours, closures, and updates. If a situation like this occurs, you may be subject to cancellation fees according to our cancellation policy.

Swimming before lesson without flotation device – If **you** have been given the ‘okay’ **from an instructor** to allow your child to swim without a flotation device for the upcoming lesson, please help your child **warm up before** swimming. This can include **reviewing floats**, or 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.

I agree that this is **only in the event** that **your child’s instructor** has given this allowance and permission.

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).

Pulling your child out of water – If you choose to pull your child 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**.

Parent/guardian initials: _____

Watching lessons vs. parent/guardian being involved – Parents or 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.

You agree that 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.

Parent/guardian initials: _____

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 piece or one pieces are allowed otherwise. Short or long-sleeve; **long-sleeves** can be worn on chilly days. **Shirts** for both male and female are good to have for any day in the water (not required however), especially for **babies** as it limits their sun exposure and gives the instructor something to grab onto. 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. Swim **diapers** are up to parents’ discretion for certain ages and abilities, however **must be worn** by all swimmers who are **not potty-trained** or **still in the training** stages; in addition, please follow your **HOA rules** regarding swim training pants or swim diapers. Parents can 100% count on their child’s instructor to have **goggles** at all times, either for purchase or one-time use.

Food, snacks, and water – 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 formula. Competitive swimmers or adults may bring water if they choose to do so.

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).

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.

AFTER THE LESSON

Instructor changes – If you or your child are unhappy with the paired instructor, we ask that you complete the **current** session before requesting a change. Very frequently, young swimmers, especially babies, will cry in the water or during their lesson; this is completely normal and expected. An instructor change will only mean having to start the process of establishing trust and adapting to the new instructor's style of teaching or personality all over again. Please remember, we match your child with their instructor based on skill, age, capabilities, personality, and because we feel that this pairing is the best for your child. If you are unsatisfied with you instructor, we ask that you notify office staff immediately. This season we have multiple quality control supervisors in place to aid instructors and assist with lessons when needed. We appreciate you giving our instructors the chance to grow and learn! Please remember that swimmers who cry are still learning through the tears. Please remember you must follow our frequency suggestions according to the level of your swimmer's fear in order for lessons to be 100% successful.

Payments – Cards on file will be charged the business day **following** your child's **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.

I understand and agree that Swim Warriors has the right to take legal action for any payments that extend past **48 hours** of the invoice being sent. In addition to this, a **late fee of 5%** will be applied **per day of non-payment**.

Parent/guardian initials: _____

Schedule Changes

Changing date or time of lessons/ rescheduling/ make up lessons – After you have confirmed your schedule for the requested session, the schedule is considered “Finalized”. Any changes made thereafter requested by you will be subject to our cancellation policy.

All lessons needing rescheduled due to the client cancelling or bad weather becoming a factor you must wait for our instructors’ “Flex Hours” to be released on a weekly basis. Each instructor this year is required to have 4 hours blocked on their schedule per week that is available specifically for reschedules. These available spots will be emailed out every **Monday** and **Friday** a week in advance. The spots are first come, first serve to our registered 2022 clients. To claim the spots you will text the swim phone to add them to your current swim schedule.

I understand and agree that I am not guaranteed an open spot in the schedule if I decide to cancel, change, or reschedule my child’s lesson for **any** reason.

Substitute Instructors– This season we will be automatically offering a substitute instructor on days when your consistent instructor is unable to attend lessons either due to a scheduled] vacation or other various reasons. You will be notified as soon as we secure a substitute teacher for your lesson(s). If you wish to wait for your consistent instructor to return rather than having a substitute for said lesson(s), you will **not** be subject to cancellation fees. Consistency is key when it comes to swim lessons, so we recommend **not** missing a week if it can be avoided. We highly encourage your family get to know many of our wonderful instructors if the opportunity arises. Here at Swim Warriors, every instructor is passionate about saving lives!

Parent/ guardian initials: _____

Weather - Weather is monitored by radar consistently. Local thunder and/or lightening is an **automatic 30 minute delay (after the latest thunder heard)**, regardless of occurrence of rain– NO exceptions. Lessons will be **rescheduled if our schedule allows** for it.

Once again, we do charge a minimum fee of \$15 for the instructor’s arrival and travel (please refer to the above section titled **Instructor arrival and travel** for more details on this); this includes instances of thunder or a lack of communication regarding bad weather. Please **immediately text** us if you have heard thunder or witnessed lightening prior to your lesson to avoid the instructor arrival fee and to ensure a safe lesson. Clients at rental pools are exempt from the \$15 instructor arrival fee. See below for specified details on rental pool weather cancellations.

I agree and understand that Swim Warriors reserves the right to cancel lessons at any time due to unsafe weather and cannot guarantee a rescheduled time slot.

If it thunders **during** a lesson, \$15 (fee for instructor arrival and travel) is owed regardless of the amount of time in the water **up to 15 minutes**; anything taught after that time frame will be charged per minute. (ie. 24 minutes in the water, \$24 dollars is owed. 7 minutes in the water \$15 is owed). Instructors will make a note on your appointment for office staff if the cost of your lesson needs to be adjusted before being charged. Please feel free to confirm with your instructor that they have done so.

Keep in mind that our instructors do not wait at pools to “wait out” a storm; if thunder is present you **must reschedule if possible**. If it is raining heavily, without thunder, then your instructor can wait, but payment is still required for that time. If the instructor is already teaching at your location prior to your lesson and it thunders, we will only charge by the minute. No fifteen dollar minimum.

Rental Pools

Rental Pool Weather Policy: When bad weather becomes a factor, instructors will update clients at rental pools at least one hour prior to their lesson (to the best of their ability). If you arrive to the rental pool prior to your lesson start time and the lesson is canceled before it begins, you will not be charged. Once the lesson begins and your swimmer has entered the water, we will charge according to the time spent in the water, plus the rental pool fee (\$5/30 minute lesson). The rental pool fee only applies in instances of bad weather once the lesson begins and the swimmer has entered the water.

Instructors will make a note on your appointment for office staff if the cost of your lesson needs to be adjusted before being charged. Please feel free to confirm with your instructor that they have done so.

Rental pool fee due to client cancellation – If a lesson is cancelled by the client before the lesson begins (ie. sick day, or personal conflict) the rental pool fee will not be applied on top of the applicable cancellation fee. For example, if a 30 minute lesson was cancelled with a two week notice, \$5 would be owed according to the cancellation policy, and the additional \$5 rental pool fee would **not** be applied.

Parent/ guardian initials: _____

Communication with office staff:

Office hours:

Monday–Friday 8am–8pm

Secretaries can be reached via text or landline.

Saturday–Sunday 8am–8pm

Weekend secretary can be reached via text.

(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.

All cancellations/schedule changes must be done via text message.

Parent/ guardian initials: _____

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

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.

Swim Lessons– 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 Warrior 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.

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 – Parents must **alert us immediately** upon having symptoms resulting in a covid test being needed. In the event that **any family member (not just the swimmer)** shows signs of, has symptoms for, or has been tested positive for COVID, all lessons will **stop for a minimum of five days**. We are abiding by the same regulations for our instructors as well; if any instructor shows symptoms of COVID, has been in contact with a friend or family member with COVID, or has tested positive for COVID, all of her lessons will be cancelled for a minimum of five days in addition to the proper contact tracing being done (notifying any participants that have come in contact with said instructor).

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.

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.

I understand and agree that the guardians of each swimmer must disclose any allergies, or special needs of any kind in order 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. 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 doctor's 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.

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: _____

Important FAQ

How can I personally help my child improve?

You can help aid your swimmer by practicing in the tub (i.e. blowing bubbles, 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. It is advised that all swimmers take at least one lesson per week throughout the duration of the summer.

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 according to how long they have worked for Swim Warriors in addition to the online training each year. Every instructor must complete a rigorous check-off list supervised by Brooke Rapson, owner and operator, only.

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 and bad weather policies
- 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: _____