



Policies and Procedures



6415 S Mingo Rd
Tulsa, Ok 74133
918-254-1988

www.millerswimschool.com

Miller Swim School

August-May
School Year Program

Registration & Tuition

- A non-refundable annual enrollment fee of \$25 per family is due upon enrolling in the school year program.
- Monthly tuition will be based upon the number of classes available in a calendar month.
- The number of classes received in a monthly session will vary depending upon the day you are attending classes.
- Each family must have an informed consent and waiver form on file.
- A \$30 fee will be charged for any returned checks.

Monthly tuition is due on the 15th of the month prior to the next month. A \$15 late fee is added on the 22nd of the month. Failure to pay by the 25th will result in your child being dropped from the class. New students will then be allowed to enroll and students who have been dropped will need to re-enroll into the next available class time.



Cancellation Policy

We require that you notify us in writing should you choose to cancel lessons. You may notify us in person by requesting a cancellation form, by email (miller@millerswimschool.com), or by fax (918-459-5890). Notice of cancellation should be received no later than the 22nd of the month prior to lessons ending. **If you cancel class after the last day of the previous month or during a current month, no tuition will be refunded for that month. Year and semester up front discounts will be forfeited when calculating refunds. Money retained on the account as a credit will not hold a spot; lessons will be cancelled and will require re-enrollment to continue.**

Inclimate Weather/Health Concerns

Rarely are we closed due to weather. In the event of snowy or icy roads, our decision to continue or cancel lessons will be based on current driving conditions. Call 918-254-1988 to hear updated messages with instructions or go to www.millerswimschool.com. If we make the decision to cancel lessons students will receive a Make-up Moolah pass.

- Please avoid milk, dairy products, spicy foods, and large meals before lessons. Children may have a light snack before swimming.
- Please remove all band-aids before entering the pool. Keep children's nails trimmed. Keep hair pulled back away from the face.
- Information about health concerns your child may have.

we DO swim when it rains!



Auto Pay Options

1. ACH - electronic check. Please provide a voided check. **With this option you will receive a \$2.00 discount on monthly tuition.**

Discount will apply only to first person in the family enrolled in continuous lessons.

2. Monthly payment with Visa, MC, or Discover credit cards only-no debit cards. No tuition discount for use of credit card.

Missed Private/Semi-Private Lesson

As a courtesy, we ask that you call to cancel a lesson you will not attend. **No make-up will be scheduled for no shows.** If a student is late to a lesson 10 minutes or more without a call, the lesson may be forfeited and no make-up will be offered. *There will be a \$10 charge for a make-up lesson cancelled by you.*

- Make-ups must be scheduled through the front desk and must be scheduled within 30 days of the missed lesson.

We cannot guarantee the make-up lesson will be with the student's regular instructor. Make-ups for a lesson cancelled by us will be scheduled with the student's regular instructor at no charge and must be scheduled through the front desk within 30 days of the missed lesson. In the event of a teacher absence, we will provide a substitute. If you prefer not to have a substitute, a make-up lesson with the child's teacher can be arranged for the \$10 charge.

Missed Group Lesson

In order to maintain the integrity of our classes, both as to content and to size, we do not offer make-ups. We have found that adding children to classes for make-ups disrupts the rhythm of the class. Students who miss a group lesson will be given a "Make-up Moolah" pass which allows them to attend five family swims for free. If a student is late to class 10 minutes or more without a call, the class may be forfeited. **If only one child in a group lesson is present, the class time will be reduced to 20 minutes.**

Teacher Requests

We will continue to make decisions regarding where teachers are placed based on our effort to provide the best swimming experience possible for everyone.

On occasion, it may become necessary to change a teacher's schedule that could result in a teacher change for your child.

All our instructors are trained in and teach the same method with his or her own unique touch, therefore you can be sure your child's best interest is of utmost importance.



Progress Ribbons



Students can earn progress ribbons as they demonstrate the skills required in each level, as well as graduation skills. Three or four ribbons are possible per level. Ribbon Weeks are scheduled only during the School Year Session, August through May.

SEE THE RIBBON DISPLAY IN THE MAIN HALLWAY

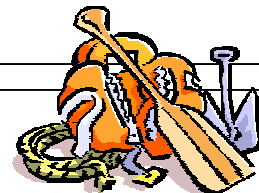
If your child moves up a level, it is your responsibility to make any necessary changes at the front

Safety Weeks

Included in our school year program are two weeks of classes with a special emphasis on safety.

CLOTHESLINE WEEK: November 16-21. This week students wear clothes over their swimsuits in the water. They will learn what to do if they were to fall into water fully clothed or how to help someone else in a similar situation.

CANOE & PERSONAL SAFETY WEEK: March 7-11. This week students will be taught safety while participating in water activities such as canoeing and boating. Students will be instructed in the proper use of a lifejacket and will be taught skills to assist someone else in the water. There will be a canoe in the pool during this week for students to experience hands-on learning.



Facility Rules

- Enter and exit pool area through locker rooms. Family dressing rooms are located in the main hallway. Children 5 years and younger may go through their proper locker room.
- Swimming attire: All swimmers need to be dressed in a swimsuit; cut-offs are not permitted. Students may use goggles in the lesson if desired. We would ask parents of Diaper Dolphins and Flippers to wear reasonably modest swim wear.
- Babies and children not completely potty trained must wear a reusable swim diaper; disposable diapers and disposable swim diapers are not permitted in our pool. Reusable swim diapers are available year round to purchase in our pro shop
- Parents are responsible for their children before, during and after lessons.
- To avoid interrupting classes in session, parents are required to view lessons from the observation rooms provided. If you have a question, comment or concern that you would like to discuss with your child's teacher, you are welcome to go out to the deck during the last 5 minutes of class.
- Please respect others by silencing cell phones in the observation rooms. If you must make/receive a call, please do so outside of the observation rooms.
- **The following are strictly prohibited on Miller Swim School premises:** Smoking ~ Alcohol ~ Profanity ~ Weapons
- Please do not reserve dressing rooms ~ No glass containers on the pool deck ~ No pets allowed (other than service animals)

Emergency Evacuation Plan

In the event of an "accident" in the pool, i.e. bowel movement, vomit, etc., the pool will be evacuated. The appropriate procedure for such an accident will be administered according to the Oklahoma State Health Department regulations. If class cannot continue students will receive a Make-up Moolah pass.



Ribbon Weeks

September 21-26

February 8-13

November 2-7

April 4-9

December 15-21

May 16-21

IMPORTANT DATES TO REMEMBER

September 6&7	Closed for Labor Day	March 7-11	Canoe Week
November 16-21	Clothesline Week	March 14-19	Spring Break (No Lessons)
November 26-27	Closed for Thanksgiving	March 27	Closed for Easter
December 24-25	Closed for Christmas	April 20-May 1	Pre-enrollment for Fall 2015
January 1	Closed for New Year's	May 8	Closed for Mother's Day
January 31	All School Swim Meet	May 21	Last day of school year session
February 22-27	Pre-enroll for summer 2015		
Summer enrollment open to everyone after March 7			