

# TCE Swim Policies and Procedures

## Refunds/Transfers

For cancellations, refunds, and transfers will be applied as follows:

Refunds/Fees	At least 7 days prior to start date	Less than 7 days prior to start date	After 1 <sup>st</sup> class	After 2 <sup>nd</sup> class
Refund \$	Full	Full	Minus the cost of first class	No Refunds
Minus processing fees	\$25	\$30	\$30	N/A

All refunds will be returned by the method in which the initial registration was processed. Credit cards refunds will be posted back onto the card and can take up to 10 business days to show on your statement. Cash or check refunds will be issued via a check mailed to your home and can take up to 4 weeks for processing. No fee for transfer to another swim class.

## PAYMENTS

If your child is not registered for a swim class after registration closes, they will not be able to join that session. Your child needs to be registered and paid by the start of first lesson.

## INDIVIDUAL ABSENCES

Individual absences (meaning only you miss a class) will not be refunded.

## POOL CLOSURES

Occasionally, the pool may be closed due to reasons beyond our control. These reasons may include a hygiene issues (that may cause the pool to be shocked with pool chemicals), mechanical problems, power outage, or any other situation we cannot control. Should the pool be closed for any reason and a makeup lesson is provided, no refunds will be given.

## SWIM CLASS RULES

- Swimmers should not eat 30 minutes prior to swim lessons.
- Children are always to be supervised by an adult. Parent/Guardians must remain in the pool area.
- No running on the pool deck.
- No food or drinks are allowed in the pool or locker room areas.
- Absolutely no shoes or strollers are allowed on the pool deck.
- Bring appropriate swimsuit and towel to class.
- Long hair must be well secured.
- With the exception, of children 5 years and under, no one may enter the locker room of the opposite gender.
- Swimmer is responsible for articles left in the locker room. Locks may be used on lockers.
- Parents may observe from the bleachers at any time during all levels.

## **STUDENT BEHAVIOR**

If a student's behavior is inappropriate, their parent or guardian will be notified to pick them up immediately. If a second incidence occurs, the student will be removed for the duration of the class sessions and no refund will be issued.

## **LATE PICK UP**

We require students to be picked up promptly at the end of their class session. Late pick up fees will begin as follows:

After End Of Class:	Fees Charged:
8 -15 minutes late	\$1/minute
16 - 30 minutes late	\$2/minute
31 minutes onwards	\$5/minute

All fees must be paid in cash at time of pick up.

## **RETURNED CHECK**

A \$15 processing fee will be charged for checks returned by the bank for non-sufficient funds (NSF checks). The full cost of the class, including the NSF fee, must be paid immediately by cash or credit card in order to continue participation within the class.

## **NONDISCRIMINATION POLICY**

Policy of Non-Discrimination Students, Parents and Citizens of the Troy School District: Title IX of the Education Amendments of 1972 provides that no person shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving federal financial assistance except as may be permitted by law. Section 504 of the Rehabilitation Act of 1973 provides that no otherwise qualified handicapped individual shall, solely by reason of his or her handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. It is the policy of the Troy School District not to discriminate on the basis of sex or handicap in admission or access to treatment or employment in its programs and activities. The Troy School District periodically reviews its educational and employment programs and activities to assure compliance with Title IX and Section 504. The Troy School District has established a grievance procedure to provide for the prompt and equitable resolution of complaints by students, employees or members of the community alleging discrimination on the basis of sex or handicap. The grievance procedure is available through any school office or by contacting the Coordinator for Title IX and Section 504 matters listed below. In addition, a school district employee who is part of a bargaining unit may process -64- a complaint through the grievance procedure established in the collective bargaining agreement. In accordance with federal regulations, the Troy School District has appointed Mr. Jordan Harris, Assistant Superintendent of Employee Services, as Title IX and Section 504 Coordinator. Any questions, suggestions or complaints should be directed to Mr. Harris at 4400 Livernois, Troy, MI, 48098.