

# Swimming Fishies Family Handbook

## 1. Welcome & First Visit

Welcome to Swimming Fishies Swim School! To ensure a safe and successful start to your swim adventure, please observe the following protocols for your first visit and every lesson thereafter:

- **Arrival & Parking:** Arrive no earlier than 10 minutes before your scheduled class. Our lot is busy; please drive slowly and carefully. Parents must escort students directly from the car and should not allow children to run to or from vehicles.
- **Preparation & Attire:** Students should wear tucked-in swim shirts and shorts or one-piece swimsuits. Please leave all jewelry articles at home. Be sure all personal items are marked with the student's name.
- **Parental Involvement:** We partner with parents! We encourage you to sit poolside (not behind glass) to cheer, film, and celebrate your child's progress. Your encouragement is vital for boosting their confidence.
- **Home Preparation:** To help your child prepare, practice getting their face wet in the bathtub and read our provided children's book, "My Swim Adventure," together.
- **Dietary Safety:** Do not feed your child fruit or dairy within 4 hours of their lesson. This combination significantly increases the likelihood of vomiting in the pool.

## 2. Attendance & Makeup Policy

- **Absence Reporting:** Absences must be reported via the portal at least 12 hours in advance to be eligible for a makeup token.
- **Late Notice:** Absences reported with less than 12 hours' notice require a doctor's note to qualify for a token.
- **Token Limits:** Students are limited to one makeup token per enrollment per month. All tokens expire within 30 days of issuance.
- To record a future absence, please use our [iClassPro portal](#). For step-by-step instructions on recording a future absence, view this [tutorial](#).
- To redeem a makeup token, please use our [iClassPro portal](#). [View redemption instructions here](#).

### 3. Fishies Fulfillment Program (9-Lesson Guarantee)

Our guarantee for children ages 4+ ensures competency (20-foot independent swim) within a 9-lesson accelerated block.

- **Criteria:** Lessons must be completed within 3 weeks at a frequency of 3 days per week. Consistent attendance is required; any absence may disqualify the guarantee.
- **Fulfillment:** If the standard is not met, the student will receive one free 30-minute private lesson per week until they pass.

### 4. Diaper & Pool Policy

- **Double-Diaper Rule:** Children not potty trained or under age three must wear a disposable swim diaper AND a reusable swim diaper. No exceptions.
- **Accident Fine:** A minimum \$250.00 fine applies to any pool accident resulting from non-compliance with the double-diaper policy.

### 5. Billing & Enrollment

- **Registration Fee:** An annual non-refundable \$75 registration fee applies per child.
- **Notice Period:** A 30-day written notice to [office@swimmingfishies.net](mailto:office@swimmingfishies.net) is required to drop a student's enrollment. Recurring lessons have a 60-day minimum enrollment period.
- **Payment:** Tuition is due at posted prices regardless of attendance until the notice period has passed.

### 7. Swim Levels & Philosophy

Our 6-level progression system is designed to help swimmers grow in a fun, structured, and safety-focused environment:

- **Level 1 — Water Confidence & Floating:** Focus on comfort, safety awareness, and beginner movement.
- **Level 2 — Independent Swimming:** Developing true beginner skills without flotation tools.
- **Level 3 — Safety & Self-Rescue:** Practical self-rescue, swimming in clothes, and independent exits.
- **Level 4 — Backstroke & Technique Development:** Introduction to formal stroke mechanics and body rotation.

- **Level 5 — Freestyle & Advanced Skills:** Freestyle with side breathing and diving fundamentals.
- **Level 6 — Butterfly, Breaststroke & Swim Team Prep:** Advanced refinement and endurance training.

Our teaching philosophy focuses on water safety, real swim skills, confidence building, and stroke development within a fun, imaginative atmosphere.

## 8. Facility Safety & Water Quality

- Certified Pool Operator on-site.
- UV Light Pool Cleaner.
- Water is manually tested daily and continuously electronically monitored.
- Pool heated to 90°F year-round.

## 9. Account & Portal Access

The iClassPro portal (<https://portal.iclasspro.com/swimmingfishies>) is used for all booking, managing absences, redeeming makeup tokens, and checking schedules.

For the speediest resolution, please utilize our portal to manage all absences and makeup token requests, as these will not be honored via phone calls or text messages. If no makeup slots appear in the portal, it indicates that no spots are currently available; reaching out by phone or email cannot alter this availability. We encourage you to monitor the portal regularly since openings change frequently. Please keep in mind that makeup tokens are allocated on a first-come, first-served basis, so redeeming them may require some schedule flexibility.