



GENERAL POLICIES

*Any participant who plans to enter the pool area must first submit a signed Ripples Swim School Waiver and Policies page on our parent portal at www.RipplesSwim.com

*Visa, Master Card, American Express, Discover, cash, and checks are accepted at Ripples Swim School. *At Ripples, there is a yearly, non-refundable membership fee per child with a max family membership fee. This fee will be paid on the child's anniversary date each year while enrolled in swim lessons at Ripples Swim School.

*This agreement will immediately lapse and your child's enrollment will be discontinued (make-ups will be forfeited) if payment is not made by the 10th of each month.

*A \$10.00 handling charge will be assessed on all declined automatic debit transactions, and returned checks.

*If automatic debit transactions are returned three (3) times, your automatic debit privileges will be canceled.

*In order to cancel your child's swim lessons, a completed withdraw form must be submitted **BY THE FIRST DAY OF YOUR LAST FULL MONTH OF LESSONS**. A late fee of \$5 per day after the 1st of the month will be charged for any withdrawals. No withdrawals will be accepted after the 5th of each month. Withdrawals due to medical reasons will be handled on a case to case basis at the discretion of Ripples Swim School. Due to our billing cycle we cannot prorate withdrawals. Withdraw forms can be found online at www.RipplesSwim.com as well as at our front desk. Please confirm receipt of all emailed withdrawal forms due to potential transmission errors. Unfortunately, phone calls, handwritten letters or typed emails will not be accepted as a form of withdrawal.

*All children who are under age 3.5 must wear a reusable swim diaper while swimming at Ripples Swim School. All children under 3 must wear a reusable swim diaper as well as a disposable swim diaper.

*Due to operational costs, no refunds, credits, or transfers will be issued at Ripples Swim School. (ie: Transferring make-up swim lessons to other children enrolled in our program is prohibited).

*If your child's group class has only 1 or 2 students enrolled in it, Ripples Swim School reserves the right to consolidate that class.

*Ripples Swim School does not guarantee teacher requests. Teacher's schedules are subject to change at any time. *All returns & exchanges to the Ripples Retail Shop must be returned within 15 days of the sale, and must be new, unused and have the original packaging and accessories.

WITHDRAWAL POLICY

*Ripples Swim School enrollment operates on a CONTINUAL basis, not on a fixed session basis, and will automatically renew at the beginning of every month. I acknowledge that a Withdrawal Form must be submitted **BY THE FIRST DAY OF MY LAST MONTH OF LESSONS** and that my registration will end on the last day of the first full month following the submission of the Withdrawal Form. I understand that any Withdrawal Form submitted after the first day of the month will be subject to \$5 per day fee. I understand that no withdrawal forms will be accepted after the 5th of the month. I understand that my registration will be canceled and makeup lessons forfeited on the last day of the first full month following submission of the Withdrawal Form. I understand that makeup lessons cannot be used to extend lessons past the last day of my withdrawal month and cannot be transferred to other children enrolled in our program.

MAKE UP LESSON AGREEMENT

*I understand that Makeup lessons cannot be used to replace tuition payments. I understand that in order to qualify for a makeup lesson my child must be currently enrolled in classes at Ripples Swim School. I understand that cancellation of enrollment will lead to a forfeiture of ALL unused makeup swim lessons on my account. I understand that makeup lessons cannot be used to extend lessons past my requested last class date. I understand that Makeup Lessons beginning January 2019 will expire 30 days from the date of the absence.

MAKE UP LESSON POLICY

*There is a limit of 1 make up class per month credited to your account while enrolled at Ripples Swim School. Makeup lessons expire 30 days from the date of the absence. Makeups prior to 2019 do not expire. Makeup lessons for Holidays and closings are given at the discretion of Ripples Swim School. To qualify for a make-up lesson, you must do one of the following: call Ripples at 401-396-8765, email or fill out our online absent notification form 2 hours prior to your missed class. Make-up lessons can only be used while currently enrolled in lessons and missed make-up lessons cannot be made up. A cancellation of your enrollment will lead to a forfeiture of all unused make-up swim lessons on your account. Please note, make-up lessons cannot be used to extend lessons past your requested last class date, we cannot guarantee make-up swim lessons with specific teachers and we cannot guarantee that missed Private or Semi-Private lessons can be made up in Private or Semi-Private classes. If your child misses his/her swim lesson for 3 consecutive weeks, without verbal communication to Ripples Swim School as to the reason for the absence, Ripples Swim School reserves the right to permanently cancel your child out of lessons beginning on the 3rd absence. Make-up lessons can only be used while currently enrolled in lessons and missed make-up lessons cannot be made up. Makeup lessons for Holidays are at the discretion of Ripples Swim School.

DIAPER POLICY

*Ripples Swim School has a strict swim diaper policy. All children under the age of 3 must wear a double swim diaper. This consists of a disposable swim diaper with a reusable swim diaper on top. All children ages 3- 3.5 years old must wear either a disposable swim diaper or a reusable swim diaper. I understand that these rules apply to ALL children, even children who are potty trained. I acknowledge that these rules are in place for the safety of all swimmers.

MONTHLY BILLING POLICY

*Recurring Credit Card Payment Authorization- I authorize monthly tuition charges to my credit card from Ripples Swim School. I agree to be charged the amount indicated below each billing period. Ripples Swim School agrees to provide receipt for each payment and the charge will then appear on my credit card statement. I agree that no prior-notification will be provided unless the date or amount changes, in which case Ripples agrees to notify me at least 10 days prior to the payment being collected. I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify Ripples Swim School in writing of any changes in my account information or termination of this authorization by the first day of my last month of lessons, in accordance with Ripples Swim School's withdrawal policy. If the above noted payment dates fall on a weekend or holiday, I understand that the payments may be executed on the next business day. I acknowledge that the origination of Credit Card transactions to my account must comply with the provisions of U.S. law. I certify that I am an authorized user of this Credit Card and will not dispute these scheduled transactions; so long as the transactions correspond to the terms indicated in this authorization form.