



CLTS Policies & Information

Communication:

- The main form of communication used is EMAIL. Information will be posted on our website as well as emailed to you throughout the session. You are always welcome to email any questions to Parent Liaison Jamie Johnson at, ClarenceLearntoSwim@yahoo.com . Also you are welcome to contact by phone at (716) 515 – 5217.
- Questions regarding swimmer’s progress can always be addressed to instructors at the END of a lessons.

Schedule:

- **PLEASE** see the Learn to Swim Calendar on our web-site (ClarenceLearntoSwim.com) click on the **Group Calendar** Tab at the top of the Homepage. Be sure to print a calendar for yourself. Practices are subject to cancelation due to pool availability.

Family Changing Room:

- Please avoid having school age children enter a locker room designated for the opposite gender. And under no circumstance is a parent allowed to enter the locker room of the opposite gender.
- Family changing rooms are available on site. Please ask an instructor or lifeguard to point out its location.

Spectators & Parents:

- It is the policy of the Clarence HIGH School and Swim Club that **ALL** parents and spectators who choose to observe lessons, remain in the balcony while lessons are in progress at the HIGH School. This is for the safety of our swimmers and spectators. Parents may come down from the balcony to assist their child in the locker room once the lesson has concluded.
- For lessons held at Clarence MIDDLE School parents & spectators are asked to remain on the benches and asked to keep the deck space clear. Please keep children who are observing lessons seated on the bench next to you.
- Please note that Clarence Learn to Swim requires **ALL** parents/ adults dropping off swimmers for practice to **ENTER the POOL AREA** and ensure their child is in the care of a site supervisor before leaving the building. It is **NOT SAFE** to drop your child off at the door of the school. Swimmers are unsupervised until they are **INSIDE the pool area**, and in the care of our coaches. Coaches typically arrive to the pool 10 minutes before practice.

- Please avoid interrupting a coach who is instructing a lesson. This wastes the time of the other members participating in the lesson. If you have an immediate concern please speak with a Site Supervisor, who will address your concerns.
- CLTS swimmers, parents & spectators are restricted to the use of the pool and locker room facilities ONLY. CLTS members are asked to remain in these areas and avoid wandering into other areas of the buildings, such as the gymnasium or classrooms.

Make ups and Cancellations:

- We are committed to maintaining our low coach to swimmer ratio. There is NO guarantee of make-ups if a child misses a class.
- Please join us on Remind by **texting @cltmem to 81010** this is the quickest way to receive updates and cancellations.
- If classes are canceled due to **inclement weather** we may be *unable* to offer a make-up. You will be notified via email, also cancellations will be posted on our web-site: ClarenceLearntoSwim.com. You may also watch Channel 7 News for weather related cancellations. Please note, *if Clarence Schools and After School Activities are canceled as are Learn to Swim Lessons.*
- If a class is canceled in the middle of a lesson a make-up will be schedule at the discretion of the CLTS Program.
- CLTS reserves the right to reschedule practices. Notices will be sent out via email as soon as possible if a change to the schedule is necessary.

Refund Policy:

- Refunds in full will be given to any swimmer who misses practice due to a medical illness or injury AND can provide a medical note within ONE WEEK of the injury occurring.
- Any requests to withdrawal from a class must be received in writing at least 72 hours prior to the start of the session to be granted a full refund, minus the \$2 registration fee. Anyone requesting a withdrawal from a class after the required 72hours may receive a prorated refund. All written requests must be submitted to ClarenceLearntoSwim@yahoo.com

Adaptive Swimming:

- All swimmers participating in our Adaptive Swim Program will be required to provide information pertaining to your child's strengths, needs, and disability before acceptance into the program. Inability to provide information requested by Clarence Learn to Swim may result in a denial from the program. Types of information requested may include:
 - Medical Information
 - IEP
 - Functional Behavioral Assessment & Behavior Intervention Plan

Additional Information:

- Please be aware of our Code of Conduct listed under the FAQ's, as well as a tab which must be agreed to before registering.
- Information regarding Level Description and FAQ' s about our program can be found on our web-site. Please familiarize yourself with our club web-site, for this will be our main source of communication!

Thank you so much for your continued support of the Clarence Learn to Swim Program. We are looking forward to another successful swim session!!!!

