



Taking a Break from Lessons (Drop Policy)

Welcome to Catch the Wave Swim Club! To ensure a great experience, we kindly ask you to review our policy on discontinuing enrollment. Understanding this will ensure a smooth process if the time comes for you to take a break from lessons.

Policy Details:

- **Notice Requirement:** To discontinue classes, a 6-week (42-day) advance notice is required.
- **Online Form Required:** To start the process, please submit the “Drop Date Request Form” available on the Parent Portal. The 6-week notice period begins on the date you submit this form. Once your form is submitted and reviewed, we will send you an email confirmation detailing your last class day. Please note, we cannot accept discontinuation requests in person or over the phone.
- **Prorated Monthly Tuition:** We calculate your monthly tuition based on the number of classes your child is scheduled for up to the end of their 42-day notice period. For instance, if your child's last day in the program is in a month when they're only set to attend one class, you'll only be billed for that single class, not the whole month. This applies even if your child can't make it to some or all of the classes during the notice period.
- **Missed Classes:** If a student misses any classes during their notice period they have the opportunity to make up these lessons in accordance with our Makeup Lesson Policy. Upon re-enrolling in the program, students can utilize these missed classes.
- **Non-attendance:** Please be aware that simply not attending a class does not equate to an official cancellation. Students are considered present for all scheduled classes unless we receive explicit written notification to the contrary.
- **Immediate Cancellation Option:** If you prefer to end classes without giving the required 42-day notice, there is an option for immediate cancellation at a fee of \$42 per child. This choice waives the notice period, stops any further billing, and your child can still attend classes that have already been paid for. To request this, please reach out to the office after submitting the standard “Drop Date Request Form.”
- **Special Circumstances Consideration:** In certain extreme circumstances, we may consider a shorter notice period of 30 days instead of the usual 6 weeks for discontinuing classes. This accommodation is evaluated and approved on a case-by-case basis and is not guaranteed. To request this, please reach out to the office after submitting the standard 42-day notice.



Frequently Asked Questions

1. Why is a 6-week notice required for stopping classes?

It helps us maintain the ideal class size for personalized learning. With enough notice, we can adjust schedules, merge classes smoothly, and keep things balanced for all our students. This helps us provide the best possible swim lesson experience. Plus, it also gives families enough time to get ready for any changes that might affect them.

2. When is the best time to inform you if I decide to stop attending classes?

We suggest informing us as soon as you can, ideally at least six weeks before you want to stop. Early notification helps us process your request smoothly and align it with your preferred timeline.

3. Is it possible to reverse a drop date request after it has been submitted?

Yes, you can cancel a drop date request, but keep in mind that once the date is set, your spot opens up for others. So, if you cancel, we can't promise you'll get your original class time back but we will do our best to accommodate.

4. Why can't phone or in-person requests be accepted for discontinuation?

We require drop requests to be made online, not in-person or by phone, to ensure clear and documented communication. This helps to avoid misunderstandings and maintains accurate records for a smooth process.

5. What if I can't make my scheduled classes after giving notice?

Don't worry! You can still take advantage of our Makeup Lesson Policy. Missed lessons can be used as makeup classes whenever you're ready to re-enroll. And remember, makeup classes never expire!

6. Any questions we missed?

If you have any other questions or concerns about our policy that we haven't covered, please feel free to ask. We're here to provide you with all the information and clarity you need!