



Splash Back Guarantee!

At Catch the Wave Swim Club, we are dedicated to ensuring that every swim lesson is a rewarding and positive experience for your child. We understand that there may be days when things don't go as planned, and your child might not be able to fully participate in their class.

The Splash Back Guarantee is our commitment to addressing these situations.

Policy Details:

- If a student attends class but only participates in half of the activities (less than 15 minutes of it), they may be eligible to receive a complimentary makeup class.

Application Examples

- Our Splash Back Guarantee covers common situations where your child might be hesitant about participating in a lesson. This might include feeling nervous about getting into the pool, needing a few breaks during the lesson, or adjusting to a new instructor. We understand that these are normal parts of the learning process, and we're committed to helping your child through these moments.
- The policy also comes into play with parental intervention, especially when it comes to disruptive behavior. Our instructors are skilled at handling different behaviors and won't ask a child to leave for causing a bit of a stir. But, we totally respect if you, as a parent, feel the need to step in. If you think it's best to take your child out of the class for the day and try again later, we're all for that decision and will welcome them back when they're ready.

How to Request a Splash Back Lesson

- To request a makeup class under this policy, please complete the "Splash Back Request" form found on the Parent Portal. If approved, we'll not only add the class back to your account, but also make a note of the issue to better prepare for the next lesson.



Terms & Conditions

1. **Online Form Required**

To apply for a free makeup class, you'll need to submit a "Splash Back Request" form found on the Parent Portal.

2. **Review and Approval Process**

Please note that submitting the request form does not guarantee a free makeup class. Our management team will review each situation and determine whether a makeup class should be issued.

3. **Response Timeframe**

We aim to review all requests promptly and will respond to each submission, regardless of the decision, within a timeline of 1-2 weeks. This ensures that every incident is thoroughly looked at.

4. **Conditions for Makeup Classes**

Any makeup classes approved under this policy will be exempt from the usual \$5 charge but will still need to follow all of the other terms and conditions for makeup classes listed in our Makeup Lesson Policy.

5. **Attendance Requirement**

Students must be physically present for their scheduled class. The "Splash Back Guarantee" cannot be used for instances where a child is not brought to their lesson at all.

6. **Punctuality Requirement**

Students who arrive late to class may not be eligible for a complimentary makeup lesson, even if they face challenges engaging in the lesson after arrival.

7. **Parental Involvement**

Parents and Guardians are expected to make a reasonable effort to encourage their child's participation in the class. This includes situations where a child may initially resist or express reluctance.

8. **Group Lessons Only**

The Splash Back Guarantee is only applicable to group lessons and does not extend to private lessons.



Frequently Asked Questions

1. Why is it necessary for my child to attend the lesson?

The Splash Back Guarantee is specifically designed to address challenges that arise during the lesson. Allowing exceptions for non-attendance would extend this policy beyond its intended scope, which is to improve the learning experience during the class itself. However, we want to emphasize that we are always eager to work with our families in challenging situations. Although this particular policy might not always apply, we are committed to finding solutions that support your family's needs.

2. What does it mean when you say parents are expected to make a “reasonable effort” to encourage their child's participation?

In cases where students refuse to participate in a lesson, the encouragement and involvement of a parent can be pivotal. Our instructors will do their best to create a comfortable and reassuring environment for the student but often it won't be enough. Children rely on the trust and support of their parents, especially when they feel apprehensive about something. Therefore, we count on parents to collaborate with us in encouraging their child's participation.

3. What should I do if my Splash Back request isn't processed before my child's next lesson?

Given that it may take some time for our team to review these requests, there's a possibility that we might not complete the process before your next scheduled lesson. If this happens and the same issue occurs again in the subsequent lesson, both sessions could potentially qualify for a free makeup class. Each situation will be evaluated on a case-by-case basis.

4. Is my child leaving class early due to illness covered by this policy?

Absolutely! If your child becomes sick and as a result, participates in less than half of the class, they are eligible for a free makeup class under this policy. We don't have rigid criteria for approvals. Our general guideline is: if you believe your child did not receive a full lesson experience for any reason, including illness, we encourage you to submit a Splash Back Request.



5. Is there a specific set of behaviors that would justify a free makeup lesson if I decide to remove my child from class?

We place complete trust in a parent's judgment to remove their child from a class if they believe their behavior is disruptive. If we find, after reviewing the situation, that the early removal of your child may have been premature, we'll seek to understand the circumstances more clearly. This could involve asking additional questions and implementing strategies to avoid the situation in the future. However, it's important to note that we typically will approve requests submitted for behavioral issues on the first occurrence.

6. Why doesn't the Splash Back Guarantee apply to private lessons?

In private lessons, our focus is already intensely centered on delivering productive and tailored sessions that meet the individual needs of each student. These lessons are customized to ensure maximum satisfaction and effectiveness from the outset. While it's rare for dissatisfaction to arise in private lessons, should such a situation occur, we are more than willing to work closely with families to find suitable solutions. It's just that this particular policy is specifically aimed at enhancing the group learning experience.

7. Am I still covered if I'm not satisfied with the quality of my child's class?

At Catch the Wave Swim Club, we place a high value on customer satisfaction. If you find that a particular lesson didn't meet your expectations in terms of quality, we invite you to express your concerns through the "Class Experience or Instructor Feedback Form," which is readily available on the Parent Portal. While our Splash Back Guarantee is primarily focused on situations where students aren't able to fully engage in their lesson, concerns about lesson quality are also important to us and may qualify for a complimentary class as well.