



Billing Process, Additional Charges, & Lesson Pricing

Welcome to Catch the Wave Swim Club! To ensure a great experience, we kindly ask you to review the following document. For questions and further clarification, please contact our office.

Billing Process

- **Billing Cycle:** Our class tuition is billed in advance and operates on a monthly cycle. Charges go out on the 15th of each month, covering the upcoming month's classes. For example, the tuition for February's lessons will be billed on January 15th.
- **Per Lesson Billing:** Monthly tuition is charged on a per-lesson basis. It is calculated based on the number of classes scheduled each month, regardless of actual attendance. Some months will have more lessons due to additional calendar days, therefore your monthly bill may vary. For instance, if you have classes on Tuesdays and there are 5 Tuesdays in a month instead of the usual 4, your total bill for that month will be higher.
- **Mandatory Card on File:** All families must have a credit or debit card on file, which can be updated anytime via the Parent Portal. We don't accept checks or cash.
- **Late Fee:** A \$10 late fee is charged for declined cards. This fee is posted on the 18th of every month giving families a 3 day grace period to update their payment information. If no payment is received by the 1st of the upcoming month, your child will be automatically disenrolled from the program.
- **Ongoing Enrollment:** After your risk-free trial, enrollment becomes ongoing. Billing will continue until you officially cancel by submitting a "Drop Date Request Form" found on the parent portal, as per our Drop Policy. It is essential to understand that merely not attending classes does not constitute a cancellation. Written communication with us about your decision to end enrollment is necessary to prevent further charges. For detailed information about taking a break from lessons and instructions on how to cancel, please refer to our Drop Policy.
- **Non-Refundable:** All lessons are paid for in advance and are non-refundable. This is essential for us to effectively manage our small class sizes and maintain optimal planning.

Additional Charges

At Catch the Wave Swim Club, families are required to pay an annual enrollment charge of \$36. This charge is applied per family (not per child) and it covers all enrollment and registration costs for the entire year. This gives families the flexibility to temporarily pause and resume classes within the year without incurring any additional fees. The charge is still paid even if you only plan on taking lessons for a few months.

The full enrollment charge is billed to all active families in March of each year. For families who sign up after March, the charge is prorated based on the month of joining. For instance, if you join in April, the cost would be \$33, decreasing by \$3 for each subsequent month after March.

Lesson Pricing

Weekly Standard Lessons

This option involves weekly group lessons that focus on essential water safety skills for beginners all the way to advanced swimmers. For faster skill development, we strongly recommend enrolling in lessons at least 2 days per week. Importantly, when you schedule more than one lesson per week, you'll benefit from our discount program: receive **25% OFF** on the second day and a generous **50% OFF** for each additional day enrolled.

Standard Pricing (per student)

- 1 lesson per week / 4 lessons per month: \$84.00/month (\$21 per lesson)

Discounted Rates for Adding Additional Lessons:

- 2 lessons per week / 8 lessons per month \$147.00/month (\$18.38 per lesson)
- 3 lessons per week / 12 lessons per month \$189.00/month (\$15.75 per lesson)

Important Pricing Note

Monthly tuition is charged on a per-lesson basis. The prices listed above are calculated based on the assumption of 4 lessons per month for each day you're enrolled. Some months will have more lessons due to additional calendar days, therefore your monthly bill may vary. For instance, if you have classes on Tuesdays and there are 5 Tuesdays in a month instead of the usual 4, your total bill for that month will be higher.

Weekly Private & Semi-Private Lessons

Our private lessons feature a curriculum that's uniquely tailored to your family's needs, offering a highly personalized learning experience. One of the standout aspects of these lessons is our fixed pricing: whether you enroll one or four students, the cost remains constant, ensuring great value. Furthermore, we offer an attractive discount benefit. By opting to prepay for 12 lessons, you secure **16% OFF**.

Standard Pricing (up to 4 students)

- 1 lesson per week / 4 lessons per month: \$300/month (\$75.00 per lesson)

Discounted Rate for 12 Lesson Prepayment:

- 1 lesson per week / 12 total sessions: \$756.00/package (\$63.00 per lesson)

Important Pricing Note

Monthly tuition is charged on a per-lesson basis. The standard price listed above is calculated on the assumption of 4 lessons per month for your enrolled day of the week. Some months will have more lessons due to additional calendar days, therefore your monthly bill may vary. For instance, if you have class on Tuesdays and there are 5 Tuesdays in a month instead of the usual 4, your total bill for that month will be higher.

Casual Swim Lessons

For those seeking more flexibility or wishing to supplement their regular classes, our Casual Swim Lessons are the perfect solution. These lessons offer the convenience of scheduling without a monthly commitment. They can be booked in either a group or private setting, though please note they are billed at a slightly higher rate than our regular monthly lessons. To schedule these flexible lessons, simply reach out to our office, and our team will gladly assist you.

Standard Pricing

- Casual Group Lesson Cost: \$26.00 paid at time of scheduling
 - Casual Private Lesson Cost: \$93.00 paid at time of scheduling
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Program Discounts

Annual Gold Membership

Dive-in to savings with an Annual Gold Membership! Available for both group or private lessons. Perfect for families with several students, this membership packs a punch with significant lesson savings, discounts for multiple children, complimentary makeup lessons, price lock guarantee, and more!

Curious about all the perks? Give our office a call or check out the parent portal for all the golden details!

20/20 Referral Bonus

You and your friend each get a \$20 credit when they mention your name at sign up. The credit will be applied after the new customer's 3rd tuition payment.

Military Discount

Catch the Wave Swim Club, a veteran-owned business, is proud to support our military community. We gladly waive the Annual Basic Membership Fee for active and retired military account holders as a token of our gratitude. To receive this benefit, simply present your Common Access Card (CAC) or Veterans Identification Card (VIC) to the front desk. Thank you for your service!

Frequently Asked Questions

1. Why does CTW bill for classes so far in advance?

We charge about 2 weeks in advance to ensure that every swimmer has their spot secured well ahead of time. This approach helps us avoid any last-minute billing confusions, guaranteeing that classes are fully utilized and every child gets the opportunity to learn without interruptions.

2. Why is it recommended that I attend group lessons at least twice per week?

Our swim curriculum is ideally structured for twice-a-week sessions to really maximize progress. We've seen that adding an extra day each week can significantly speed up student learning. That's why we offer a solid discount for this option. If you're unsure about committing to twice a week long-term, try it out for a month and see the difference it can make!

3. Will my bill change month to month?

Your monthly bill may vary as it is calculated based on the number of scheduled lessons each month. Since our tuition is charged per lesson, months with more lessons due to additional calendar days will result in a higher bill. For example, if you're enrolled in classes that occur on Tuesdays and a particular month has 5 Tuesdays instead of the usual 4, your bill for that month will reflect the additional class, leading to an increased total.

4. If I am unable to attend my scheduled classes, can I get a refund?

We do not offer refunds or credits for missed or unused classes, as all classes are prepaid and non-refundable. However, when a class is missed, our makeup policy comes into effect. More information on this policy can be found on the parent portal.

5. Do you offer any multi-student discounts?

Yes we do! Multi-student discounts are included in our Annual Gold Memberships. These packages involve prepaying for 12 months of lessons and are perfect for families with several students. If you are curious about all the perks? Give our office a call or check out the parent portal for more details.

6. Is the cost of private lessons based on the number of students I enroll?

No, our private lessons are charged at a fixed rate (see above). The rate includes a dedicated session with our instructor, and allows up to four children per session. This makes it a cost-effective option for families or small groups.

7. Do you charge any enrollment or registration fees at sign up?

Yes, signing up involves obtaining a Basic Club Membership. This fee is paid per family (not per child) and encompasses all enrollment and registration costs for the entire year.

8. Any questions we missed?

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