

Welcome Letter

A few important reminders prior to your first day:

- *Please arrive 10 minutes early on the first day to get your Mandatory Swim Pants if 3 and under or not Potty trained.*
- *Check in at the iPad kiosk prior to every lesson.*
- *Know your schedule.*
- *Download our app **Iclasspro** and enter our Business name: **Frenchvalleyswimacademy** (no spaces). Click forgot password and use your email you signed up with. This will allow you to see your schedule and much more!*

***Survival Swim Facts/Info:** You have signed up for Survival swim lessons, your child will be one on one in a private lesson. Your child will go under the water! Our children like to protest getting their faces wet sometimes but with the fantastic staff of FVSA we are here to get your child water safe and loving the water. If you want to change the style of our lessons, please talk to your instructor or our admin prior to lessons. We want to adapt to you and your child.*

***Parking:** We are located at **36560 Penfield Lane, Winchester 92596**. When you turn onto Penfield Lane, it's an **immediate left** into our parking area. You will see a small parking sign and a gravel road. Please pull through slowly to park. Remember, we have lots of kids running around! If you are late, speeding in our parking lot won't make a difference. Safety first!*

If another family member is bringing your child please let them know where to park! We get a lot of families who don't read our parking instructions.

There are pictures below to help with our location

See pictures below, 1st picture of the Traffic light of Penfield and Benton Rd. 2nd Picture - It's an immediate left into the gravel road, 3rd picture is our pool, 4th is the owners home, if you see that you've gone too far.

1.



2.



3.



4.



When you arrive there is a walkway up to the pool area. We have the office to the right, a restroom straight through the office on the right. We have

lollipops for all our kiddos after lessons and a huge patio full of toys to entertain siblings or to hang out afterwards. We have 1 big very friendly Labrador named Moose and a new Goldendoodle puppy named Daisy who love to come out once in a while and greet our families. They cheer up our kids and we love having them around, please let us know if you have a fear of dogs so we can put them inside.

After you come inside both gates (always close them behind you), please sign in on the iPad kiosk just outside of the sliding doors. If you arrive early, please be sure to listen for your child's name at the start time of your lesson. If you haven't heard your child's name by the start time, then let the instructor know that you are there so you can have your full lesson.

IF you are late to your lesson you are only guaranteed the remainder of your lesson time.

We do not excuse absences. When you report an absence through our app or by phone/text/email our system says "excused" I cannot change the software, but please note we only allow make ups with 24 hour notice, 1 per month. Make up tokens will always be given out for closures or what we deem an emergency. Please speak to us personally about this if you do have any special circumstances needing to be discussed. We want to be there for our families to the best of our ability and also do right by our instructors waiting in the water patiently for your children. Please be respectful of our policies for they are there for a reason.

You may Transfer to any open class you see available through the app, any web browser, or through Janelle. You may drop mid month and receive a credit on your account to use when you decide to return. You can also add more days anytime throughout your month.

Swim Diapers: For kids 3 years old and under. This is a mandatory rule, they are located in the office on the left. This is regardless if they are potty trained. Swim diapers are \$25 (\$20 for 2nd pair) and usually already paid for when you signed up. Please make sure they are snug on their thighs and waist. Babies who are still in diapers, please put a disposable underneath just to be extra protected. Accidents in the pool cause everyone to miss out. Please be considerate.

Billing: Billing takes place on the 1st of every month unless it lands on a Saturday, Sunday or holiday in which we are closed. Tuition prices are always a flat rate, based on 4 weeks. In the event of a 5th week in the month, you will not be charged for those extra lessons. We do not prorate the tuition for holidays or offer make ups for holiday closures. All clients are required to use our automated billing service and a card must be on file at all times. To ensure the quality of lessons, FVSA maintains a **no refund** policy.

Stopping Enrollment: In order to drop from lessons, our office must be notified PRIOR to the 1st of the month in order to ensure that you are not billed for that month. This must be in writing, email or text. We will send you a confirmation of cancelling. Clients who decide to stop lessons after billing has already been processed will receive a credit on their account to be used toward any future classes. Refunds are not issued.

SoCal Water Babies Grant: If you have been approved for the Grant, please do not sign up for any lessons on your own, this process is specific and needs to go through Janelle. Call or text her at 951-764-2292

Charter Students: If your student is taking swim lessons through their charter school, email your enrichment certificates to us at

Fvsacharter@gmail.com Please be considerate and let us know when you are wanting to end your lessons. Because you are not on automated billing this is a Loyalty system.

If you have any questions or concerns, call us at 951-764-2292 or email swim@frenchvalleyswimacademy.com.

We look forward to meeting your family,

Janelle