



MISSED LESSON PROCEDURES

Rescheduling a Missed Lesson

- Should you miss your regular lesson, the opportunity exists for you to reschedule up to one class per month.
- There is absolutely no rescheduling make-up lessons.
- Make-up class must be scheduled within the same month.
- If you need to miss more than one lesson, you may do an additional reschedules for a fee of \$10 per class.
- We understand that children sometimes get sick in the middle of the day or unexpected delays keep you from attending your lessons. We ask you, as a courtesy to our staff, please via email us about your cancelation at your earliest convenience.
- In addition, you will still have the opportunity to reschedule any lesson that is cancelled by JSplash Swim School due to weather, pool or staffing issues.
- Make-up lessons for classes missed as a result of illness (with doctor's note) are offered only if slots are available.

Family holidays and prolonged absences

- Our lessons continue throughout the year (including school holidays) except for Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Winter Break – December 24 through January 1. Rosh Hashanah, Yom Yippur, Passover and Shavuot. If you are going to be away for an extended time, you have the option of suspending your lessons and re-booking them upon your return. Your remaining balance will be held on your JSplash account until the end of the calendar year. However, we cannot guarantee that your same day/time/teacher will be available when you return.



FEES AND CANCELLATIONS

Online registration is quick and easy. Look under the Classes Tab in Daxko for a full description of our various types of lessons. Click on the class you wish to join, and a registration form will automatically open up populated with that class. You can register and pay all from the convenience of your home. Of course, if you have any questions or want a tour, please call or stop by.

Membership Fee:

- For families who are JCC guests, there is a JSplash introductory membership fee of \$50 per family.
- Siblings will receive a 10% discount on lesson fees. We also offer a 10% discount to any child swimming more than once a week.



CANCELLATION POLICY

If you are having a scheduling conflict or any other concerns, please come and speak with us. We would be happy to assist you.

If you must withdraw from lessons, you must submit your request via email:

Svetlana Barker: sbarker@jfedsnj.org and Nicole

Ruggiero: nruggiero@jfedsnj.org In the Subject please write "Cancellation". In the Message body please tell us your swimmer's name, class, and day. **Your last class will be 30 days from the time you submit your WITHDRAW request or later if you request a later date.**

It is important to note that when J SPLASH SWIM SCHOOL receives your **cancellation** form, your enrollment will terminate 30 days from the date your form was submitted or later if requested. If you change your mind, you must re-enroll. Space may only be available in a class other than the class that you have withdrawn from. As per the registration agreement, you will be billed for the next billing cycle through your last class. Handwritten or verbal cancellations cannot be accepted.