

Registration & Payment

The following policies outline the registration, payment, scheduling, credit, and refund requirements for participation in the Timpany Center Swim Lesson Program:

- All registration forms and payment must be completed prior to a student's first lesson.
- Payment confirms your enrollment and constitutes acceptance of all Timpany Center Swim Lesson Program Policies.
- Enrollment reserves your spot for the entire session and is not offered on a "pay-as-you-go" basis.
- Once registration and payment are complete, any requested lesson day/time changes are subject to a \$25 administrative change fee. This applies to any lesson day/time changes before a session starts, as well as any requests for day/time changes during a session.
- Students who begin lessons after a session has started may receive prorated registration fees based on the official start date of their enrollment, subject to availability. If we have instructor availability, we may book students for only a portion of an entire swim lesson session.
- Absences Due to Medical Reasons
 - Credit/Refunds requests due to medical circumstances will be reviewed on a case-by-case basis when supported by written documentation from a licensed medical provider.
 - Documentation must be submitted in writing to the Swim Lesson Coordinator.
 - Medical consideration applies only to the current swim lesson session.
 - Credits are issued solely at the discretion of the Swim Lesson Coordinator.
 - Approved credits must be used within one year of the date they are issued.
- Refund Policy:
 - Credits/Refunds may only be issued in accordance with the policy for Absences Due to Medical Reasons or other circumstances approved by the Swim Lesson Coordinator.
 - For lessons canceled by the Timpany Center, participants will be offered either a make-up lesson, subject to availability, or a credit for the canceled lesson. The Swim Lesson Coordinator will determine the appropriate make-up or credit option based on scheduling and program availability.
- Students enrolled in the current session receive priority registration for the following session.
 - Please also reference our No-Call / No-Show Policy.
- Returned Check: If a check payment is returned, a \$25 processing fee will be assessed in addition to the outstanding balance. Timpany Center staff will contact the account holder regarding the payment.

Attendance

Regular attendance is essential for consistent progress and skill development. We encourage students to attend every scheduled lesson, even if arriving late.

- Students arriving to their swim lesson late may participate for the remainder of the scheduled lesson. If a student arrives more than 15 minutes late, it is at the instructor's discretion whether to conduct the remainder of the lesson or cancel the session. Lessons will not be extended beyond the originally scheduled end time due to late arrival.
- Missed lessons are not automatically rescheduled.
- Refunds or credits are not provided for missed lessons when the student no call/no shows.
- No-Call / No-Show Policy
 - A No-Call/No-Show is defined as a student who does not attend a scheduled swim lesson and does not notify the Swim Lesson Coordinator or the Timpany Center front desk they will miss their swim lesson.
 - A \$25 No-Call/No-Show fee will be charged for each occurrence.
 - Any lessons missed as a no-call/no-show will not be eligible for a make-up lesson.
 - After two (2) No-Call/No-Show lessons during a session:
 - The student may no longer be eligible for priority registration for future sessions.
 - The student may not be eligible for make-up lessons for any missed classes during that session.
- If an instructor is unable to teach a scheduled lesson, the Timpany Center will offer the student either a make-up lesson or a credit for the canceled lesson. Instructor-canceled lessons will not count toward the student's one allowable make-up lesson per session. The Swim Lesson Coordinator will determine the appropriate make-up or credit option based on instructor scheduling and program availability. Refunds will not be issued for instructor-canceled lessons.
- Parents, guardians, or attendants must remain on site and available for the duration of the student's lesson. Failure to remain on site may result in cancellation of the student's remaining scheduled lessons without refund.

Make-Up Lesson Policy

All make-up lessons must be approved by the Swim Lesson Coordinator. Once approved, make-up lessons will be scheduled during the designated Make-Up Week following each swim lesson session, subject to instructor and class availability.

Please note:

- Make-up lessons are not guaranteed.
- Only one (1) make-up lesson per swim lesson session will be offered for student absences, if space is available.
- If a make-up lesson cannot be scheduled, a credit may be issued to the student's account. Refunds are not available.

- All make-up lessons must be completed by the end of the current swim lesson session.

To be considered for a make-up lesson:

- The Swim Lesson Coordinator must receive notification at least 12 hours before the missed scheduled lesson.
- Requests must be submitted in writing via email to timpany-swimlessons@sjsu.edu.

Instructor Assignments

Our goal is to provide every student with the instructor best suited to help them succeed. When assigning instructors, we consider several factors to provide the best possible experience for each student:

- Instructor assignments are made based on student needs, instructor experience, scheduling, and overall program operations needs.
- While we strive to provide consistency whenever possible, instructor assignments may change at the discretion of the Timpany Center.
- Requests for a specific instructor will be considered whenever possible but cannot be guaranteed.

Student Readiness & Behavior

The safety of all participants is our highest priority. The Timpany Center is committed to providing a safe, supportive, and inclusive learning environment that recognizes each student's individual abilities and needs. We will make every reasonable effort to work with students, families, and instructors to understand and address challenging behaviors, identify effective strategies, and provide appropriate support whenever possible. At the same time, maintaining a safe environment for each student, our instructors, and others using the pool requires the following expectations:

- Students are expected to follow instructor directions and demonstrate safe behavior during lessons.
- Disruptive or unsafe behavior may result in removal from a lesson.
- Continued behavioral concerns may result in withdrawal from the program at the discretion of the Timpany Center.

Parent/Guardian Observation & Requirements:

- Parents/Guardians/Attendants are welcome to observe lessons from designated viewing areas.
- To minimize distractions, parents should not coach, signal to, or communicate with students during lessons unless requested by the instructor.
- Parents/Guardians/Attendants must remain on site during the entire lesson.

What to Bring:

To help students arrive prepared and ready for their lesson, we recommend bringing the following:

- **Swimsuit** - A comfortable, properly fitting swimsuit appropriate for swim instruction.
- **Goggles** - Recommended for most students, particularly those working on swimming skills with their face in the water.
- **Swim Cap** - Optional, but recommended for students with longer hair or those who prefer to keep their hair contained.
- **Towel** - Please bring your own towel for use after the lesson.
- **Water Bottle** - Swimming is physical activity, so we encourage students to bring water and stay hydrated.
- **Lock for a Locker** - Students and families are encouraged to secure personal belongings in a locker while using the facility. Please bring your own lock.
- **Swim Diapers** - Students who are not fully toilet trained must wear an appropriate swim diaper. A reusable waterproof/swim cover may also be required as applicable.
- **Change of Clothes** - We recommend bringing dry clothes for after the lesson.
- **Any Needed Adaptive or Personal Items** - Students who use specific adaptive, communication, sensory, or other support items are encouraged to bring them when they may help the student participate successfully in their lesson.

Personal Belongings:

- The Timpany Center is not responsible for lost, stolen, or damaged personal property.

Open Swim Before & After Lessons

Swim lesson registration covers the student's scheduled lesson time only and does not include access to the pool before or after the lesson. Participants who would like to use the pool outside of their scheduled lesson time must have a valid Timpany Center pool membership or pay the applicable admission fee.

When using the pool outside of a scheduled swim lesson, the following requirements apply:

- Participants must have a valid pool membership or pay the applicable admission fee.
- All participants must follow posted pool rules, age requirements, and Open Swim guidelines.
- Swim lesson participants may enter or remain in the pool before or after their lesson only when they have the appropriate membership or paid admission.
- Monday Wednesday 3-5pm closure - The pool is reserved for scheduled swim lessons during this time. Students may enter the pool only at the start of their scheduled lesson and must exit the pool when their lesson ends, even if they have an active pool membership.

Swim Lesson Participant Membership Benefit:

- While a student is actively enrolled in the Timpany Center Swim Lesson Program, the student is eligible to receive 50% off the current stated pool membership rate. This

discount applies to the enrolled swim lesson student only and is available for the duration of their active swim lesson enrollment. This discount applies only to the enrolled student and does not extend to parents, caregivers, attendants, or other family members.

For information about the swim lesson participant membership discount, drop-in passes, monthly passes, or other membership options, please inquire at the Timpany Center Front Desk.

Weather & Facility Closures

If the Timpany Center closes due to severe weather, power outages, air quality, maintenance issues, or other unforeseen circumstances:

- Every effort will be made to reschedule the swim lesson.
- If a make-up lesson cannot be accommodated, a credit may be issued at the discretion of the Timpany Center Swim Lesson Coordinator.
- Refunds will not be provided.

Illness Policy

To help protect the health and safety of all participants:

- Students should not attend lessons if they have a fever, vomiting, diarrhea, or another contagious illness.
- Students who arrive visibly ill may be asked to leave the lesson.
- Standard make-up lesson policies will apply.

Photography & Video

For the privacy and safety of all participants:

- Photography or video recording during lessons may be restricted or prohibited without staff approval.
- The Timpany Center will not photograph or record a participant without first obtaining appropriate consent from the participant or, when applicable, the parent or legal guardian.

Pool Closures During Lessons

If a lesson must end early because of an emergency or required pool evacuation, the Timpany Center Swim Lesson Coordinator will determine whether a make-up lesson or credit is appropriate.

Communication

Questions regarding registration, attendance, scheduling, or make-up lessons should be directed to:

- **Swim Lesson Coordinator:** Amy Taylor
- **Email:** timpany-swimlessons@sjsu.edu
- **Phone:** (408) 924-8551