GROUP CLASS GUIDELINES & POLICIES

(effective 08/24/2026)

Welcome to the AquaChamps Family! We have organized this orientation information of our guidelines and policies so that you and your child can get the most out of our program. Of course, this information is great for new members, but we also encourage current members to familiarize yourself along the way.

- Learning to swim is a process. Please remember that this is achieved over time with repetition of newly learned skills. We aim to develop a caring and trusting relationship with you and your child to ensure that we reach our goal of creating safer, happier swimmers.
- Please remind your child not to enter the pool until their class time begins and they are called by their instructor. This is necessary to ensure safety in our pool and the best attention out of your child during class time.
- Attendance is taken for every class. Parents must sign in on the iPads at the front desk upon entry.
- If your child arrives late to class, please have him/her join their class wherever they are in the pool. Please do not expect the instructor to come to the steps to receive your child if they already have other children elsewhere in the pool. If you do arrive late for class and would like to enter a later class that same day, please coordinate it with the front desk not with the instructor in the pool.
- Group session classes are booked via iClassPro. Drop-In group classes are booked via our front desk.
- We allow ONE make-up per session, IF ADVANCE NOTICE IS GIVEN. You will have a make-up token on your account, which is valid for 30 days.
- WEATHER POLICY – We swim rain or shine; we are wet anyway. We will cancel for lightning. You will receive a push notification via iClass Pro app. MAKE SURE YOUR SETTINGS ALLOW FOR THESE PUSH NOTIFICATIONS. If there's inclement weather where you are, please don't assume classes are canceled at our location. Upon cancellation of a class, your account will be issued a Make-Up Token, which is valid for 30 days.
- For our group class program, there is a non-refundable Annual Registration Fee per family. We encourage & support year-round swimming!
- If your child is sick, please keep him/her home.
- All swimmers not yet potty trained must wear two tight fitting swim diapers. (Potty trained means no "accidents" within the last three months. These can be reusable or disposable diapers (both available for purchase in our Proshop), or one of each. Please, no regular diapers. A $150 Clean Up Fee will automatically be charged to your account if your child creates a fecal exposure in our pool.
- Please tie long hair back or wear a swimming cap. (available for purchase in our Proshop)
- Your happiness in our program is our goal. Please let us know if you have any questions, comments or concerns.
- Please wear appropriate swimsuits (nothing too revealing, remember we are a family friendly atmosphere).
- Smoking is strictly prohibited! No smoking anywhere on the AquaChamps Swim School property!