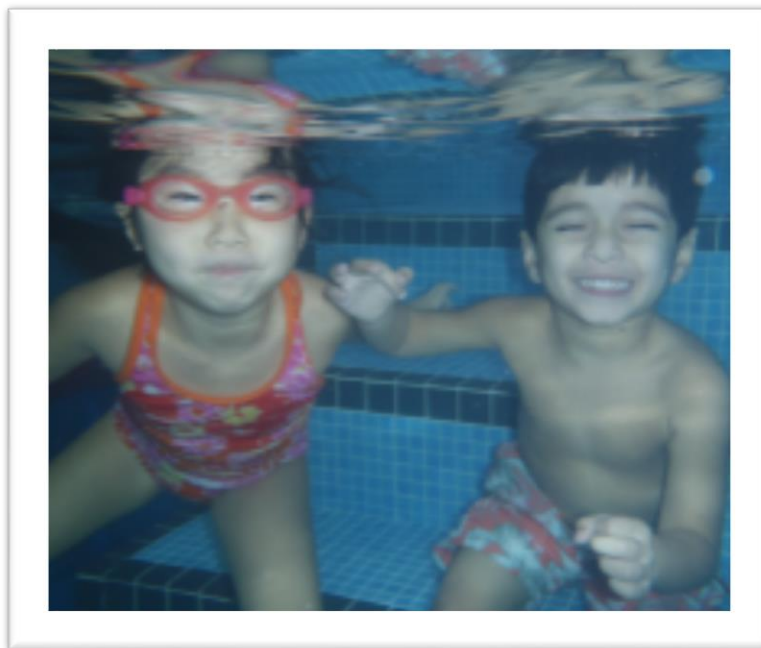




WELCOME TO SWIMJIM!



Parent Guidebook



Welcome SwimJim Families!

Dear SwimJim family member,

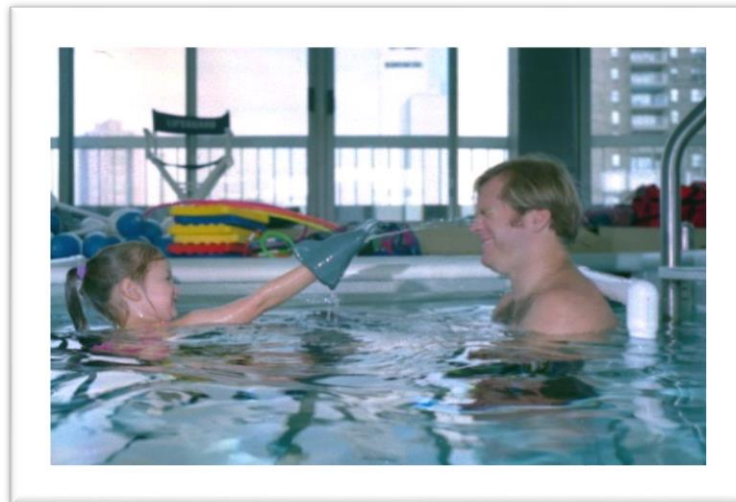
Whether you are a new SwimJim family or one of the many students that have swam with us for years, we would like to thank you for swimming with us and welcome you to our school.

We believe SwimJim is the best place for your children to learn comfort and confidence in the water and to learn to swim with ease and readiness. Collectively we have more than 30 years of experience teaching babies, children and their parents, and are proud of the results we achieve with our students each day.

Everyone is around water more than they realize, and we believe water safety is critical for children and adults of all ages.

As SwimJim grows, our goal is to provide you with the best, most convenient and effective swim instruction. We have a company website (www.swimjim.com), many convenient pool locations, and a great lineup of classes for children and adults! If at any time you have questions, suggestions, complaints or compliments (we really like those) please call any one of us at 212-749-7335 (NY) or 713.784.1777 (TX) or email info@swimjim.com.(NY) or infotx@swimjim.com (TX).

Sincerely,
Jim Spiers
President





OUR SWIMJIM SWIM LEVELS

SWIMNSPLASH

Requirements: 2 to 5 months old

Caregiver participates in the pool

- Introduction to the aquatic environment and back-floating
- Familiarity with the water through exploration
- Age appropriate gross motor skills
- The student / teacher ratio is 10 to 1

SWIMFANTS

Requirements: 6 to 15 months old

Caregiver participates in the pool

- Introduction to the aquatic environment and begin breath control, submersions and back-floating
- Facilitates the learning process through movement, sound and tactile stimulation
- Age appropriate gross motor skills
- The student / teacher ratio is 6 to 1

SWIMBABIES

Requirements: 16 months to 3 years old

Caregiver participates in the pool

- Build upon floatation, breath control and locomotion
- Learn socialization skills, water safety, gross motor skills, peer motivation and self-esteem through song and games
- The student / teacher ratio is 6 to 1

SWIMTOTS

Requirements: 3 years and younger

No caregiver in the pool

Must have completed SwimBabies

- Encourage swimming safety
- Practice breath control, buoyancy, elementary propulsion & locomotion
- The student / teacher ratio is 4 to 1

SWIMKIDS

Requirements: 3 years and older

Children who did NOT do SwimTots

- Focus on strengthening core muscles for front and back rotation, positive buoyancy
- Teach breath and body control for submersions and knee dives
- Elementary propulsion and locomotion
- The student / teacher ratio is 4 to 1



OUR SWIMJIM SWIM LEVELS CONT.

SWIMJIMMERS

Requirements: Students with skills from SwimJim or another swimming program

- Explore proper arm stroke technique
- Begin kicks for freestyle / backstroke and elementary backstroke / breaststroke
- Develop independence in the water
- The student / teacher ratio is 4 to 1

SWIMSTARS

Requirements: Students who graduated from SwimJimmers

- Develop independence in the water
- Improve freestyle, backstroke, elementary backstroke
- Begin underwater swimming and butterfly
- Perfect diving
- The student/teacher ratio is 4 to 1

SWIMMERS

Requirements: Students not yet ready for SwimWinners (1 hour)

- Advances in emotional / physical development
- Perfect freestyle / backstroke while working on butterfly, introduce breaststroke
- The student / teacher ratio is 6 to 1

SWIMWINNERS

Requirements: 6 years old and older (1 hour)

- Coordination of balance, buoyancy and body position to improve hydrodynamics and stroke proficiency
- Refine all four competitive strokes, dives and turns
- The student / teacher ratio is 15 to 2

GOLD MEDALIST

Requirements: 8 years old and older

Enrollment by instructor invitation only (1 hour)

- Generating greater speed and efficiency in all strokes through competitive drills
- Improve starts, wall work, turns and finishes
- Enrich competitive skills
- The student / teacher is 15 to 2

SwimJim is proud to offer the following specialized classes:

- Private Lessons
- Semi-Private Lessons
- Home Pool Lessons
- Adult Classes for all levels of ability
- Special Ability Lessons

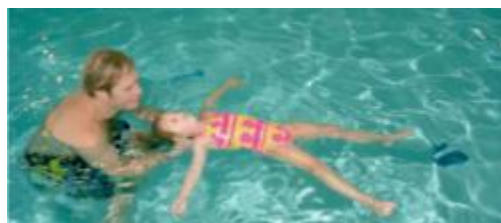


CONDUCT & HYGIENE POLICIES and GUIDELINES

- Please enter SwimJim's rental facilities through the approved doors.
- Do not enter pool area until 15 minutes before your child's class is scheduled to begin.
- Please use assigned changing areas or dressing rooms to dress and redress after class.
- Do not enter the pool without your child's instructor in the water.
- Please allow swimmers finishing their classes to exit the pool before putting your child into the water.
- Children must not be left unattended before, during, or after their lesson.
- Keep children's fingernails and toenails cut and filed on a weekly basis. This prevents the instructor from being scratched. A child can be removed from class if this becomes a problem.
- Hair needs to be kept out of children's faces. Long hair needs to be in a ponytail or swimming cap. Boys and girls with long bangs need to have bangs pulled back with a ponytail holder or a barrette.
- All children must enter the pool without food or gum in their mouths. Please avoid feeding your child dairy products and heavy, spicy foods several hours before class.
- **NO FOOD OR DRINK IS PERMITTED IN THE POOL AREA.**
- Remove all Band-Aids. If a wound is open and bleeding others will be at risk of contracting blood-borne pathogens. Please be considerate and use discretion with wounds that have not healed sufficiently.
- If your child has a fever or a contagious disease, please stay at home until the illness has subsided. If you are unsure, please consult your doctor for the proper course of action.
- All swimmers, regardless of age, must wear swimsuits.
- Children who are not COMPLETELY potty-trained must wear a Swim Diaper with a swimsuit over the diaper. Have older children use the restroom before their class is scheduled to begin. Please put a clean diaper on non-trained tots before entering the pool.
- Children may wear goggles during class. However, the goggles are to remain on their eyes for the entire lesson. Please adjust the size and test for leaks before their class; instructors will not be able to make adjustments during class. If we feel your child is using the goggles as a crutch and cannot function without them, we may suggest a few lessons without the goggles.
- SwimJim, Inc. reserves the right to expel students who fail to comply with these guidelines.

GUIDELINES FOR PARENTS & CAREGIVERS

- Children must not be left unattended before, during or after their lesson
- A child's parent or caregiver **MUST** remain on the premises for the duration of each lesson. We cannot make any exceptions.
- Parents must wait in the parent waiting area. Parents **CANNOT** be beside the pool. This is so the class can go smoothly without interruption.
- Please do not compare the progress of your child to other children. Just as children learn to walk and talk at different ages, they will also progress in swimming at their own pace. Praise even the smallest accomplishments. Let your child know how proud you are of them!
- Classes are taught in continuous progression. The more sessions a child takes, the greater the retention. Continuity and practice makes safer, stronger swimmers.
- Classes are grouped as closely as possible, according to their ages and abilities.
- Constructive comments and concerns are always welcome, however, poolside conferences are strongly discouraged. Please speak to our deck personnel or give us a call so that we can respond to your needs more completely.
- We ask our parents to help our instructors by not promising a child they will not have to perform important skills. We will never force a child to perform a skill, but if they are told they do not have to do something, it reinforces their fear.
- If the preceding guidelines are not followed, SwimJim, Inc. reserves the right to expel any student from the SwimJim, Inc. program.





Tuition Payment Information and Policies

1. Each student must pay an annual registration fee one time per calendar year. This fee is due the first time you register your child or the first lesson of the New Year for current students. This fee is non-refundable. If you enter the program in November or December, your registration fee will roll over for the following calendar year.
2. All tuition is paid before the start of the session. If you enroll after a session is underway, we can prorate your tuition for that session.
3. Payments must be made prior to the start of each session. Payment for subsequent sessions is due no later than the last lesson of the student's current session. If full payment is not received by this time, we will assume the student is not continuing and he/she will be dropped from the schedule so that we may begin booking other students.
4. SwimJim believes in service and customer satisfaction. We understand that on rare occasions a client may require a refund. Clients who leave the program because they are moving out of town, because of a health issue or other mitigating circumstance will be granted a refund for the unused classes plus a refund fee to cover the cost of processing the refund and finding a replacement student. Clients are entitled to a refund of future classes, less a 30% cancellation fee that will be taken out of the refunded amount. The cost of all lessons prior to the request for the refund will not be refunded and Registration fees are non-refundable. All fees are waived if the unused portion of lessons are issued as an in-house credit for future lessons. In house credits are good for 1 year and can be given to or used by another party with your permission and payment of the annual registration fee. We believe this policy is fair, flexible and will meet the many needs of SwimJim families.
5. There will be a \$30 fee charged for any of the following: returned checks, declined credit cards, and late payments.
6. All schedules are on a monthly basis. For our clients convenience lessons will be automatically rolled over to the next month. Tuition for lessons is charged by monthly automatic debit via bank accounts or credit cards. Holidays and pool closures are credited to accounts accordingly. Once you have chosen a class, you keep that spot. If you find you need to change to another day or time, simply contact our booking staff to make the change. You may stop your lessons at any time by giving a 30-day written notice before the start of the new session via email to notification@swimjim.com.



Attendance & Illnesses Policies

MISSED CLASS POLICY

As of January 2014, SwimJim will no longer offer Make Up lessons, due to concerns over safety, quality, and availability. Missed lessons are not credited or refunded. Our alternative, we have created the Splash In program which will allow each student up to two classes per month at a preset times on a space available basis. Please see our website for pricing on Splash In lessons.

IMPORTANT INFORMATION on CANCELLATIONS, VACATIONS & ILLNESSES

Your child has a reserved time for his or her class. Please understand the instructors are there to teach your children even if your child does not show up. While SwimJim will do everything possible to find the perfect fit for you, it is your responsibility to schedule your lesson in a time that fits your child's schedule. We would be delighted to change classes for you at the beginning of the next session if needed. If you need to withdraw your child for an extended period of time due to illness or travel, please call the office for guidelines. If you choose not to follow these guidelines, your child will be removed from the class roster and you will need to reschedule subject to availability when you return.

SWIMJIM, INC. CANCELLATIONS

If SwimJim must cancel a class, we will schedule a free Bonus class at your convenience. In the event we experience a teacher illness or a problem with a pool/rental facility, we will make every effort to contact you prior to your class. However we may not be able to let you know until class time. If a substitute teacher is available, the class will be taught as scheduled and no makeup lesson will be given.

HOLIDAYS

Makeup lessons will not be offered for holidays during which SwimJim schedules and conducts classes. We will close for Memorial Day, July 4th, Labor Day, the Thanksgiving Thursday and Friday and a two-week span over the December holiday season. SwimJim will prorate those months accordingly.



Rollover & Cancellation Policies

Billing occurs on the first of every month. If you wish to discontinue your lessons please give us written notice prior to the first day of the previous month.

Monthly tuition is based on the number of classes available in a calendar month. Rates will vary depending on how many days are offered in any given month. SwimJim does not charge for Holidays that we are closed. After the first initial lesson you will be put on our recurring billing list and will continue to be automatically billed until we receive a 1 month written notice of cancellation.

All automatic debits will be charged automatically at the beginning of every month for the next month. If you start during a current session you will have missed our rollover period therefore you will be required to pay for the following session as well in order to hold your child's class.

You may stop your lessons at any time by giving a written notice prior to the first day of the previous month via email. (Ex: If you wish to withdraw from December you need to let us know before the 1st of November.)

Notice of withdrawal must be sent to:

- New York: notification@swimjim.com
- Texas: notificationtx@swimjim.com

We will contact you within 48 hours to confirm your cancellation request



Please note that your card will continue to be debited until we receive your notice of withdrawal.

Automatic debit paperwork must be signed and turned in on or before the first lesson. If it is not turned in you will not be allowed to enter the pool.

Please note: SwimJim reserves the right to cancel / change certain class times or instructors as deemed necessary.



Thanks for Choosing SwimJim, Inc.

www.swimjim.com

3 West 102nd St. #3B
New York NY 10025

212.749.7335

Fax 212.749.6649

Email : info@swimjim.com

1100 Wilcrest * Ste. 109
Houston TX 77042

713.784.1777

Fax 713.490.0521

Email: infotx@swimjim.com

