

JUST KEEP SWIMMING

# CLIENT HANDBOOK

For parents and caregivers of JKS participants

---

- POLICIES
- FREQUENTLY ASKED QUESTIONS



For questions, please contact [justkeepswimmingcalgary@gmail.com](mailto:justkeepswimmingcalgary@gmail.com)

**Please read the following policies carefully, then sign and return this document to [justkeepswimmingcalgary@gmail.com](mailto:justkeepswimmingcalgary@gmail.com).**

Clients must accept the terms and conditions outlined in this agreement prior to participants entering the water for lessons.

## **General**

1. The client will be provided with personal contact information of the lead swim instructor for JKS. This information may be used for scheduling, cancellations and other swim school affairs. The client agrees to keep this information confidential and use it only for the matters outlined above.
2. The client understands that JKS lessons will follow a skill-based progression outline tailored to the specific participant's needs. Assessment will be based on the progress each participant makes. There is no level system.
3. A parent or guardian must be present at each lesson where participants are minors. JKS instructors reserve the right, in their sole discretion, to cancel a lesson where no guardian is present, and Just Keep Swimming will not provide a refund for such cancellations.
4. The client understands and agrees that Just Keep Swimming instructors assume responsibility and communication with each participant during their scheduled lesson time. Parents and/or guardians are not to interfere with lesson progress or behaviours unless called upon and asked for help by a Just Keep Swimming Instructor.
5. The client agrees to allow photographs and/or videos taken of his or her child during Just Keep Swimming lessons, and consents to the use of such photos by Just keep Swimming for promotional purposes, including Instagram, Facebook, website or print media. If the client does not agree to this, they can contact Just Keep Swimming and revoke consent at any time.

**Initials** \_\_\_\_\_

6. The client agrees not to participate in lessons or allow their child to participate in lessons while suffering from an infectious illness or condition. Just Keep Swimming instructors have the right to cancel a swimmer's participation in a lesson if, in the instructor's opinion, a client or swimmer is not well enough to participate. Any such cancellations will result in a forfeited lesson that may not be rescheduled in accordance with the terms of this agreement. The swim school shall not be held liable for any illness or condition passed to a client or swimmer by any other individuals.
7. If a participant is experiencing symptoms related to COVID-19, have travelled outside the country in the 14 days prior to the lesson, are confirmed or are being investigated as a suspected case of COVID-19 or have been in close contact with someone who is being investigated or is a confirmed case of COVID-19 (interacted at a distance of less than 2m without appropriate protective equipment worn by both parties) they are not permitted to attend their scheduled lesson.
  - a. If a participant must miss a single lesson due to COVID-19 rules outlined in point 7., they will have the opportunity to make up that lesson within their registered session when it is safe to do so.
  - b. If a participant must miss multiple lessons due to COVID-19 rules outlined in point 7., a credit for the missed lessons will be provided. The credit is only valid for lessons in the next available session on the JKS calendar.

**Initials** \_\_\_\_\_

## Registration

The client agrees to abide by the following rules and regulations and accept the following terms and conditions concerning JKS registration, small group and/or private lesson participation and payment processes:

- i. The client agrees to complete the provided information registration form in detail, describing the participant's abilities, needs and behaviours. The client understands and certifies that all information provided is correct and understands that Just keep Swimming has the right to cancel participation without refund at any time if any of the information provided is found to be inaccurate.
- ii. Each client must sign a waiver of liability for each participant prior to entering the water for lessons.
- iii. Once registered, the client is committed to the agreed upon dates, time and instructor for the entire session.

**Initials** \_\_\_\_\_

## Payment and Refunds

- i. Full payment is due on the first day of each session. If payment is not made on or prior to the first day of the session, the client's swimmer will not be allowed to participate.
- ii. Late payments will be subject to a monthly interest charge of 2% of the late payment amount.
- iii. If a payment is over 90 days late. It will be sent to a collection agency. In addition to the late payment fee, the client is responsible for any and all costs associated to secure amounts due and owing.
- iv. Due to limited pool time and staffing, we can accommodate ONE make-up lesson per participant per session. If additional lessons are missed during the session for non-emergency reasons, we will not be able to accommodate additional make-up lessons. Make-up lessons must be requested at the time of registration or a minimum of 7 business days prior to the scheduled lesson.
- v. Refunds for missed classes will not be available once the session begins. By confirming your swimmer's registration, you are committing to attend all lessons in the session. Refunds will only be provided in the event of an emergency that prevents the swimmer from participating, or for medical reasons with a doctor's note provided.
- vi. If a cancellation is requested by JKS lead instructors due to sickness or an emergency and a suitable instructor cannot be substituted for the scheduled lesson, only then, will additional make-up lessons be offered, pending time and pool space is available. If we are unable to schedule a make-up lesson, a refund will be provided to the client.
- vii. If a suitable instructor can cover lessons for the day. The client understands that their child will swim with a different instructor.

**Initials** \_\_\_\_\_

## Termination

Just Keep Swimming has the right to terminate this agreement at any time and may refuse to provide further lessons should the client and/or his or her participant breach its terms and conditions or engage in conduct that is inappropriate. Such conduct may include, but is not limited to:

- i. Refusing to obey instruction from JKS Swim Instructors
- ii. Refusing to obey instruction from lifeguard staff on duty at the aquatic facility
- iii. Behaving in a disrespectful manner toward a member or staff, another client, student, or any other person
- iv. Causing damage to pool premises

**Initials** \_\_\_\_\_

## Liability Waiver

- i. The Client, personally and on behalf of any minor child, hereby assumes all risk relating to the swimming lessons, whether foreseeable or unforeseeable, and releases Just Keep Swimming, and its owners, directors, employees, assigns, agents or volunteers of any and all liability for injury, loss, damage or expense sustained as a result of taking part in activities organized by or associated with Just Keep Swimming. The Client acknowledges, personally and on behalf of any minor child, the existence of known risks and potential unknown risks, which may include but are not limited to serious injury, including permanent disability and death, and social and economic loss. The Client agrees to waive any and all claims he or she may have in the future against Just Keep Swimming and/or its representatives and their respective servants, successors, assigns, agents, or employees, and agrees to release Just Keep Swimming and its representatives and their respective servants, successors, assigns, agents or employees from any and all claims, demands, damages, actions or causes of action arising out of or in consequence of any loss, injury, damages (including death) or expense that may be suffered as a result of attendance at or participation in any and all activities organized by or associated with Just Keep Swimming, notwithstanding any such loss, injury, damages (including death) or expense having been caused by reason of the negligence of Just Keep Swimming, its representatives, servants, successors, assigns, agents or employees.
- ii. The Client agrees to hold harmless and indemnify Just Keep Swimming from any and all liability for any loss, damage, injury or expense to any third party, resulting from the client's attendance and participation in activities organized by or associated with Just Keep Swimming.
- iii. In situations where emergency medical services are required, such as an ambulance, the entire cost of the same will be borne by the Client.

Just Keep Swimming Client Handbook

I, \_\_\_\_\_, hereby certify and acknowledge that I fully  
(print name)  
understand the information provided in the Just Keep Swimming Policy document and  
agree to abide by all of its terms and policies.

\_\_\_\_\_  
**Just Keep Swimming  
Program Owner & Director**

\_\_\_\_\_  
**Client name (printed)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**

# FREQUENTLY ASKED QUESTIONS

## **What are small group lessons?**

Small group lessons run with a swimmer to instructor ratio of 2:1. With this model, we are able to incorporate social experiences with learning to swim. Participants will be given the opportunity to demonstrate skills to other swimmers or lead a skill or game for the group.

## **What should I bring?**

A swimsuit and towels! If your child prefers to wear special goggles, please bring those to the pool as well. We have trial pairs of goggles for kids to use at lessons if needed.

## **What am I getting for my money?**

Low-ratio, participant-specific lessons that cater to the unique abilities of each child in the water. Participants will have caring and patient, trained instructors who strive to build a connection with participants in order to achieve the most positive outcome.

## **Do we have flexibility and choice of instructors?**

We acknowledge how important it is for participants to connect with and trust their instructors. We will do our best to offer a choice of instructor whenever possible. We are, however, not always able to accommodate changes due to participant numbers, instructor strengths and connections with other participants.

## **My child is attending a birthday party on Sunday, can we schedule a make-up lesson?**

When you register for a lesson session, you are agreeing and committing to attend all lessons within the session. We do understand, however that this is sometimes not possible, which is why we allot one make-up lesson per session, per participant. Just Keep Swimming lesson schedules are set in advance and agreed upon between us, the aquatic facility and our instructors. That means, our pool time is limited and our instructors have scheduled this time especially for you. We are also obligated to pay our instructors, regardless of whether the participant attends. We kindly ask that you consider this if you are thinking of requesting a make-up lesson for non-emergency reasons.

## **My child is sick, can you offer a make-up lesson date?**

In the event that a participant is unable to attend their scheduled lesson due to an emergency, medical complications, severe and/or contagious illness or changes in medication, we will do our best to schedule a make-up lesson.

## **We can't make our lesson on Sunday, can you fit us in on Tuesday?**

Our lesson schedule is set in advance and therefore, we are not able to change the date or timing of your lessons after registration has been completed.

**For additional questions, feel free to reach out to us at [justkeepswimmingcalgary@gmail.com](mailto:justkeepswimmingcalgary@gmail.com).**

