Welcome to the BU FitRec Swim School. We hope that you enjoy your experience in the program. If you have any questions regarding your class or these policies, please contact the Aquatics Office at 617.358.SWIM or swimming@bu.edu.

Tuition Payments
- The FitRec Swim School tuition is processed monthly and is the same amount regardless of the month.
  - Participants will be charged automatically to a credit card on file with BU FitRec.
  - Tuition for Swim School will be processed on the 1st of the month for each month that the classes take place in. **At this point, fees are non-refundable.** This date is known as the “processing date”.
- We accept enrollments on a rolling basis so if you want to sign up after the processing date we can still enroll you!
- Monthly Swim School Tuition Fees:
  - FitRec Members $50 · Non-Member $80

Withdrawal Procedure
You may withdraw from the FitRec Swim School within three business days of your join date and receive a full refund. After that, your tuition will be terminated on an involuntary or voluntary basis.
- No refunds will be given for the month in which you withdraw your enrollment and your enrollment will still be valid until the last day your class meets for that month.
- **All withdrawal notices must be received by the 21st of the month in order to avoid being charged for the following month.**
- Withdrawal notices must be submitted through our website at www.bu.edu/fitrec/aquatics/fitrec-swim-school/
- Involuntary withdrawals could include (but are not limited to):
  - Credit card declines and failure to update the credit card information online and pay off the balance by that month’s first class.
  - Disruptive behaviors that results in limiting classmates’ ability to learn or jeopardizes the safety of the class in anyway.

Refund Policy
- We do not offer refunds or credits for missed classes nor do we prorate early withdrawals.
- Should a significant emergency/medical condition occur which precludes the student from participating in a class for which they are registered, a discounted refund may be issued after the receipt of appropriate documentation at the discretion of the FitRec Swim School. Please contact the Swim School’s office at swimming@bu.edu for more information.
- In the event of a pool closure that forces a class cancelation, we can offer one of the following options at the discretion of the FitRec Swim School:
  - One-time participation in another class of the same level within two weeks of the pool closure.
  - A discounted credit applied to the participant’s FitRec account that could be used toward a future month of classes, or many other programs at FitRec.

Class Registration and Policies
- The class schedule and registration guidelines are available at [http://www.bu.edu/fitrec/aquatics/fitrec-swim-school/](http://www.bu.edu/fitrec/aquatics/fitrec-swim-school/) and at the Swim School office (swimming@bu.edu).
- Registration and class scheduling is processed online at [http://www.bu.edu/fitrec/aquatics/fitrec-swim-school/](http://www.bu.edu/fitrec/aquatics/fitrec-swim-school/)
- Tuition is based by month and will be the same regardless of the day or time of the class. Some months a class might meet more than three times, others might meet five or possibly two times. Over the course of a **year time** we expect all class sessions will meet an equal amount of time.
Class Policies

- Minimum enrollment for any class section is three students. If a particular class falls below that number, then the FitRec Swim School reserves the right to cancel that section. All reasonable attempts will be made to find another class section for your child.
- In our program, students will progress through the levels at their own pace.
  - Once enrolled, Swim School supervision staff will advise parents when it is time to advance to the next level.
- As the students progress through the levels, their class time/day might shift. Our Swim School supervision staff will work with you to maintain a class time that works with your schedule. The overall times that classes are offered are consistent year-round.
- All swim instructors are trained in the FitRec Swim School teaching model. Each instructor teaches the skills by class in the same way and in the same order. We make every attempt to maintain a consistent staff schedule but there are various factors that will result in occasional substitute instructors. Thank you for your understanding.
- All class participants must complete a BU FitRec Class Participant Waiver before participating in their first class. This form is signed during the registration process, or is available at the BU FitRec Front Desk.

General Policies

- On each day of class, Swim School participants must first check in with the FitRec Front Desk before going to the pool.
- A parent or caretaker (over the age of 18) of children age 15 or younger must accompany that minor to and from the location of the class and stay close to the pool during class time.
  - Parents or Caretakers are welcome to view the lessons from the pool classroom (L118), the hallway outside of the pools, or the viewing gallery of the competition pool.
- We have two locker room configurations available for children accompanied by their parents or caretakers: general locker rooms and multi-use changing rooms.
  - General locker rooms are based on the parent or caretaker’s gender and are available for both boys and girls under the age of 5. In addition, children over 5 years of age can use these locker rooms based on their gender.
  - Multi-use changing rooms are for children over 5 years of age who are the opposite gender of the parent or caregiver accompanying them.
- Please leave strollers in the hallway before the locker rooms by the designated “stroller parking” sign. Personal belongings should be locked in a day locker or kept with the parent or caretaker. BU FitRec and the FitRec Swim School are not responsible for lost or stolen items left unattended.
- After changing, participants should shower then check in with the Swim School supervision staff at the pool. The supervision staff will check you in and guide you to your class location. The supervisor can also help parents understand our program levels and guide you through them.
- Participants may not enter the water before their class start time and must exit the pool immediately afterward. Check with the supervision staff or online at www.bu.edu/fitrec/hours for places and times that BU FitRec members can swim outside of class time.
- Children that are not toilet trained must wear reusable swim diapers and a swimsuit at all times when in the water.

*We hope that you enjoy your experience at the BU FitRec Swim School!*