



# Parent Information Packet

Safe N Sound Offerings and Policies

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## Preparing for your Swimmer's First Lesson

Swim lessons for some students can be fun and enjoyable while for others, it can be anxious and frightening. It is common for students to get the "butterflies" before starting lessons for the first time. Here are a few tips on how to ease anxieties around learning to swim.

### Parent Tips

1. It is important to remember that the anxieties surrounding the "swim lesson" may start long before they get in the pool. A variety of emotions can be triggered while packing the swim bag at home, riding in the car to the pool or sitting on the bench waiting for the lesson to start.
2. Acknowledge the emotion and give it a name. Child psychologists say that helping a child identify their feelings and emotions is the first step.

Remember: It is ok to feel a little afraid or nervous; especially when trying something new. This is very common in all of us.

3. Reinforce our shared values – the instructors are all certified, they are friendly and nurturing. They have taught many students to swim. They will be with you one-on-one in the pool.
4. Introduce your student to the on deck Aquatic Manager and the swim instructor. Take a few minutes to help the instructor build rapport with your student. Tell them about your student's favorite songs/animals/seas creatures or what they enjoy about the water. Let them know how your student is feeling about lessons.
5. Creating a feeling of control. Some of our fears and anxieties come from a feeling of being out of control of the situation or environment. Giving a student choice helps them to feel in control. Some of the choices might be in selecting a swimsuit or towel, a fun activity afterwards etc. Instructors likewise will give them the choice of starting with practicing big arms or kicks first.

Be careful to give the child "the ultimate choice" to swim or not swim. Children that are anxious will choose not to swim and it will become more and more difficult to get them into the pool. Be careful to give ultimatums or threaten to take something away. Use positive reinforcement.

6. Provide some guidance to the instructor on how best to motivate and encourage your student. For example, what type of praise does the family and child use the most, what does the student like to do in the water as well what are they are anxious about doing in the lesson?

## **Establish a Routine**

Establishing a routine around the lesson is a powerful way to ease anxieties. This offers predictability as well as control. These two things decrease anxiety and fears. For example, come a bit early and watch a lesson before and point out positive things about the lesson. Another aspect could include doing the same fun thing after the lesson.

## **What To Do If My Student Cries**

Some students may cry during the lesson. Don't be too alarmed if this occurs; this is a common response especially from young students. Instructors use techniques such as soothing talk, distraction, and appropriate choice and reward to overcome the crying.

Also, be mindful of your apprehensions and feelings toward the water and swim lessons as parents may in fact be projecting these anxieties onto the student. Stepping away to watch the lessons from the vestibule or otherwise out-of-sight from the student may help to reduce the crying.

# Swim Lesson Options

## Safe N Sound Membership Options

Safe N Sound is a membership only swim school. Our two membership options are the Ongoing Lesson Package (OLP) and Pay As You Go (PAYG) Memberships. We also provide an introductory lesson for clients wishing to try out our program before enrolling in a membership.

## Ongoing Lesson Package (OLP)

The OLP provides 1 lesson per week at the same day and time. Consistency is an integral part of learning how to swim. By swimming at least once a week, students will progress and become more proficient in their safety and stroke development skills. This is by far our most popular membership. **Advantages of choosing an [Ongoing Lesson Pack](#) include:**

- Reserves the same day and time (and usually same instructor\*) until you have completed your swimming goals.
- Simplifies the scheduling process for you.
- Offers a 4-hour cancellation window.
- Includes Family Swim and towel service.
- Ability to place your reserved spot on hold for 1 to 3 months.

**\* While we make every effort to provide consistency with our instructors, we cannot guarantee the same instructor each week. [Sickness, time off, and school demands may cause changes in a swim instructor's schedule.](#)**

## Lesson Holds

OLP members can place their lesson spot on hold for 1 to 3 months and then return to the same lesson day and time. A hold fee of \$16.50 a month will be charged for each of your 15-minute lesson spots, in place of your regular monthly fee.

For example, *if you have two swimmers participating in 15-minute lessons, you will pay \$16.50 x 2 = \$33 per month to hold both spots.*

*During your hold period, you can participate in family swim and schedule unused lessons, however, you are not guaranteed your same day and time during the hold period.*

Lesson holds can be requested on our website at  
<https://snsswim.com/change-form>.

## Pay As You Go (PAYG) Monthly Membership

The PAYG monthly membership allows you to schedule ad hoc lessons, attend the Stroke Development classes and participate in Family Swim. It is a good membership option while waiting for an OLP spot to become available.

**Advantages of choosing the PAYG membership include:**

- Offers the most flexibility if your schedule is somewhat unpredictable.
- Book lessons based on your schedule or need, i.e. multiple lessons per week for a specific time period.
- Get your student started while waiting for an ongoing spot to become available.
- Recommended if you want to swim 2 months or less.

Pay As You Go Members can book up to 4 weeks in advance. You must first purchase a lesson pack before booking lessons.

**There is a 24-hour cancellation policy** required to preserve booked lessons with this membership. **Inside of 24 hours, members have the option to pay a \$10 rescheduling fee to preserve the lesson and re-book it for another time.**

**Making Changes to Your Ongoing Schedule**

Changes to your membership or ongoing lesson schedule can be requested through our online form. Requests are processed in the order they are received and can be made through our website at <https://snsswim.com/change-form>.

**The Introductory Lesson**

Introduction lessons are a one-time offering as you're deciding if SNS is a good fit for your family and before a commitment is made to a membership.

- An Introductory lesson is available at a discounted rate of \$21.
- Try before you buy - We discount this one-time lesson to enable you to try it out before committing to a swim membership.

**Membership is not required to take an introductory lesson. However, the swimmer must be under a membership to schedule additional lessons.**

## Payment Policies

Safe N Sound has the following payment policies:

- Payment is collected at the time lessons are booked.
- We require a valid credit or debit card to be stored on your account profile.
- Client information including card numbers are stored in a securely encrypted format. Safe N Sound employees only have access to the last 4 digits of your card as well as the expiration date.
- Your credit/debit card on file enables you to use your membership account for miscellaneous charges in our swim store.
- Your credit/debit card will remain on file for any further charges until terminate your membership.

**Ongoing Lesson Pack Members** will be billed monthly. Your membership will begin the day of your first lesson, and your card will be charged on this date each month.

**Pay As You Go Monthly Members** may purchase any number of lessons they wish. Lessons can be purchased individually or in discounted 4 or 8 lesson packs. Pay As You Go monthly members will be charged upon sign up for the membership along with the number of lessons being purchased. Memberships auto-renew each month until a written termination request is received.

### Payments processors Disclosure

We provide paid products and/or services on our Website. In that case, we use third-party services for payment processing (e.g. payment processors). That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy. These payment processors and the storage of your personal financial information adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council.

## Electronic Scheduling Options

There are 3 ways to schedule and make changes to your lesson reservations:

- **Mobile App (Safe N Sound App)** – Safe N Sound Swimming has a mobile application available for iPhone and Android devices. The application can be found in the phone's app store. The app can be found by searching Safe N Sound.
- **Online at SNSswim.com** – The Safe N Sound website provides an online scheduling portal located at <https://snsswim.com/schedule>. You can enroll in swim lessons, book, cancel, and reschedule lessons, purchase lessons, update your credit card information and see past transactions.
- **Call (206) 285-9279 or email [scheduling@snsswim.com](mailto:scheduling@snsswim.com) and we will be happy to help.**

**Note:** Safe N Sound Swimming uses a 3rd party scheduling service called [MindbodyU](https://www.mindbodyonline.com/), (<https://www.mindbodyonline.com/>). Unfortunately, Mindbody does not support a parent / child account relationship which means each person in the family needs their own account, profile, as well as a username and password. Parents login to the parent account to pay for products and services. Parents login into the student account to schedule, view and make changes to a student's lessons.

We know this isn't ideal and can be confusing. We apologize. We are working with Mindbody to provide a more simplified solution. In the meantime, you can always call or email to get assistance. (206-285-9279) or [scheduling@snsswim.com](mailto:scheduling@snsswim.com)

## Cancellation Policy:

We understand that schedules can become unpredictable and we want to make it as easy as possible for you to cancel a lesson.

**Ongoing Lesson Pack (OLP)** lessons require 4-hour notice to early cancel or reschedule. Early cancelled lessons will accrue to your account and can be rescheduled at your convenience. Lessons cancelled within the 4 hours window can be redeemed with the \$10 Rescheduling Fee.

**Pay as You Go (PAYG)** lessons require 24-hour notice to early cancel or reschedule. Early cancelled lessons will accrue to your account and can be rescheduled at your convenience. Lessons cancelled within the 24-hour window can be redeemed with the \$10 Rescheduling Fee.

**Early cancelled lessons** will go accrue to your account to be rescheduled at any time within your contract term.

**Late cancelled lessons** can be rescheduled for a \$10 fee or will be lost for future use if you choose not to pay the reschedule fee.

There are several easy ways to cancel or reschedule a lesson:

1. You can "Reschedule a Lesson" by logging in to our website, <https://snsswim.com/schedule> or use the "[Cancel a Lesson](#)" form without logging in.
2. You may send a quick email to: [scheduling@snsswim.com](mailto:scheduling@snsswim.com).
3. You can call our Quick-Cancel voicemail line, 24-hours a day, and leave a message. You may also talk with someone during business hours. The number is **(206)-285-9279**.
4. If you are at the pool and know the day(s) you will miss, let us know by signing the cancellation sheet on the front counter.

## Withdrawing from Lessons and Cancelling Memberships

Written notice is required to terminate all memberships. Cancelling your membership stops the recurring monthly charges. Withdraw requests can be submitted on our website at <https://snsswim.com/change-form>.

### Withdraw policies:

#### Ongoing Lesson Package

The last month's fees have been pre-paid for your Ongoing Lesson Package. Withdrawing from your membership releases the pre-paid fees for the final billing cycle, based on your contract run date, creating a membership and lessons for 30 additional days. **No partial month or cash refunds.**

#### Pay As You Go

Withdraw anytime. Memberships will be terminated for the end of the current contract run. **No partial month or cash refunds.**

### Terminating Memberships

When you withdraw from lessons, you will have the option to continue being a member at Safe N Sound Swimming which entitles you to family swim and the towel service and to use any unscheduled lessons remaining on your account. The membership fee is \$16.50 per month.

If you choose to withdraw from lessons and or terminate your membership, we will delete your account including credit card information, swim history, and any unscheduled lessons on your account. We recommend that you schedule and consume any unused lessons prior to terminating your membership. You can do this by withdrawing from the Ongoing Lesson spot and then booking the remainder of your lessons with our account management team or using our self-scheduling tools. **There is no cash value to unused lessons.**

## **Privacy Policy:**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

## **Service Providers**

We employ third party companies and individuals to facilitate our Website ("Service Providers"), to provide our Website on our behalf, to perform Website-related services or to assist us in analyzing how our Website is used. These third parties have access to your personal information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

# Coming to the Pool

## What to bring

1. Swimsuit
2. Change of dry clothes
3. Goggles and swim cap (optional)
4. Swim Shampoo and or body wash to help with chlorine removal. (Optional)
5. Swim bag to carry wet swimsuit
6. Swim Diaper (for children under 3 that are not yet potty trained).

## Available at The Pool

1. Clean, Dry Towel
2. Changing Areas
3. Showers and locker areas
4. Goggles and Swim Caps for purchase.
5. Swim Shampoo and Body Wash for purchase to help with Chlorine removal.
6. Swim Diapers for purchase if needed.

## Directions

Our Pool Address is 2040 Westlake Ave N, Seattle WA 98109

We are on Westlake Ave N in the China Harbor building. The pool is located on the first floor. The Pool entrance is on the Eastside of building, down the dock. Look for the Follow Me to the pool signs. To guide you to the lobby.

## Parking

Parking is \$1/hour Monday-Friday from 9am-4pm and is monitored by the City of Seattle. All spaces are free after 4pm and on Saturdays. Please watch for Pedestrians and Cyclists using the corridor, along with construction crews working to improve safety and mobility in the area.

**Safety Note:** [The Westlake Bicycle track is between the parking lot and the building. Please talk to your child\(ren\) ahead of time about being safe and looking both ways before crossing the cycle track and crossing at the sidewalks provided.](#)

## Check In

Every time you come for a lesson, check-in at the front desk by giving us your child's last name. If you're not sure who their instructor is, we'll be able to tell you before you head into the pool, or one of our Aquatic Manager can show you to your child's teacher. The instructors will also call out the name of your child when it is their turn to swim.

## **Locker Room and Changing areas**

There are changing stalls on the deck for easy access; ideal for parents that have children not yet old enough to use the locker rooms independently.

There is Boys and Girls locker rooms that include toilet facilities, showers, and more changing areas. Please be aware that both adults and children could be changing in this area. We ask that children over the age of 5 years change in the corresponding gender locker room.

## **FAQ**

Please see our FAQ for more information - <https://snsswim.com/faqs>

## Safe N Sound Waivers

Safe N Sound Swimming uses electronic waivers as part of the enrollment process to reduce paper waste. If you have any questions, these waivers are available at the end of this parent packet for your reference. Login into your Mindbody account to sign the electronic waiver.

*Signed waivers are required to become a member and participate in activities including swim lessons*

### Safe N Sound Participation Waiver

For your review, the waiver you acknowledged and electronically signed upon enrollment in our online system is provided below.

#### Parent / Guardian Waiver for a (Minor) Swimmer:

I am the parent/guardian of the swimmer(s)/participant(s) (each, a “swimmer”) enrolled under my account in swim lessons or other aquatic programs (the “swim programs”) at Safe N Sound Swimming. I recognize that swimming can be a hazardous activity and that there are inherent risks to the swimmer of participating in the swim programs, including but not limited to, paralyzing injuries and death. I acknowledge and agree, on behalf of both myself and the swimmer, to assume the risk of injury and death arising from the swimmer’s participation in the swim programs.

I give permission for the swimmer to participate in the swim programs. I also agree to waive all claims and indemnify, defend and hold harmless Safe N Sound Swimming, and its coaches, officers, directors, agents, contractors and employees, against all loss, damage, liability and expense (including, without limitation, reasonable attorney fees) arising in any way from or in connection with any injury or death of the swimmer while participating in the swim programs, whether caused in whole or in part by the negligence of Safe N Sound Swimming.

The swimmer(s) is a minor and I am agreeing to the swimmer’s participation in the swim programs as the swimmer’s parent and/or legal guardian on his or her behalf. If, despite my release of liability of Safe N Sound Swimming, the parent, guardian, swimmer, or anyone else on the swimmer’s behalf makes a claim against Safe N Sound Swimming, or its coaches, officers, directors, agents, contractors and employees, I will indemnify, defend and hold harmless Safe N Sound Swimming, and its coaches, officers, directors, agents, contractors and employees, from all loss, cost, liability and expense (including reasonable attorneys’ fees) resulting from such claim.

I authorize any representative of Safe N Sound Swimming to administer emergency action or seek medical treatment for any medical emergency that may happen during participation in the swim programs. Further, I agree to pay all costs associated with medical care and transportation of the swimmer.

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Electronically Signed via Mindbody