



## NCAP Swim School/Developmental Policies & Protocols: Winter/Spring 2024 -October 16<sup>th</sup>, 2023-

### FAMILY CODE OF CONDUCT-

Nation's Capital Swim School has established a Code of Conduct for our families. It is intended to help facilitate a nurturing environment for our swimmers and supportive environment for our staff. As parents/guardians, it is **absolutely essential** to give our supervisors and staff members the respect and authority they deserve to successfully run the program.

- Set the right example for your children by always showing respect and common courtesy to NCAP supervisors, NCAP and AU staff members by communicating appropriately in person and electronically.
  - This guideline also pertains to speaking with respect and at an appropriate volume to all NCAP visitors on deck, including swimmers and other guardians.
- Trust and abide by the Swim School supervisors' class recommendation for your swimmer. If you register your child for a class that was not recommended, you understand that your swimmer's spot in the program will not be guaranteed.
- Follow and respect all NCAP and University policies (listed below), including, but not limited to:
  - Make-up Policy
  - Cancellation Policy
  - Facility Protocols
- We, at NCAP, acknowledge, respect and support every person's identity regarding race, identity, sexual orientation, gender identity and all experiences. Parents who exhibit sexist, racist, homophobic, or otherwise inappropriate behavior will have their children removed from the program.

### SWIMMER CODE OF CONDUCT-

NCAP swimmers must be able to follow the directions of the supervisory and instructor staff— disrespectful and harmful behavior will result in consequences, including potential suspension or removal from the program.

- Students will be respectful of their classmates' personal space. Any students who continue to physically touch and/or splash another swimmer or staff member after two or more warnings will be removed from class.
- At NCAP, we value each swimmer in our program. We will not tolerate any harassment or inappropriate language towards another student based on age, gender, race, ethnicity, culture, religion, mental or physical disability.
- At NCAP, our swimmers honor others. Swimmers will refrain from foul language, violence, behavior deemed dishonest, offensive, or illegal.
- Any non-consensual physical contact, obscene language or gesture, or other threatening language towards any NCAP visitors or AU staff members will not be tolerated.

### GROUP MAKE UP POLICY-

- We do not offer a make-up class for our Swim School group classes due to scheduling conflicts and other logistical issues.
  - When registering for group classes for Swim School and Developmental programs, I understand that a make-up class will not be provided.
    - I agree not to complain or continually request a make-up class.



- If your swimmer has extenuating medical circumstances preventing them from participating for more than two weeks, please reach out to [swimschool@nationscapitalswimming.com](mailto:swimschool@nationscapitalswimming.com).
- If a class is canceled due to circumstances beyond NCAP's control (weather, health dept regulations, etc.), I understand that a refund or credit will not be given.
  - A make-up class is not guaranteed, but NCAP will do its best to accommodate a rescheduled class if possible.

### GROUP CLASS CANCELLATION-

- Must provide written notice of cancellation at least 10 business days before the first day of your class to receive a full refund.
- Must provide written notice of cancellation at least 5 business days before the first day of your class to receive a credit for the cost of your class.
  - ***If less than 5 business days' notice is provided, no credit or refund will be issued.***
- Send notice of cancellation by emailing [swimschool@nationscapitalswimming.com](mailto:swimschool@nationscapitalswimming.com).

### PRIVATE LESSON CANCELLATION-

- Must provide written notice of cancellations at least 5 business days before the date of your private lesson to receive a refund.
- Must provide written notice of cancellations at least 3 business days before the date of your private lesson to receive a credit.
  - ***If less than 3 business days' notice is provided, no credit or refund will be issued.***
- Send notice of cancellation by emailing [swimschool@nationscapitalswimming.com](mailto:swimschool@nationscapitalswimming.com)
  - Please note: If you cancel 30% of the total private lessons booked, NCAP may cancel the remaining lessons for your child(ren) and prohibit you from enrolling in private lessons for future sessions.

### FACILITY PROTOCOLS-

- **Entrance System: All members must have their unique NCAP pass on their person (physical or electronic) and present it to NCAP management staff outside of the fitness center.**
  - If the caretaker/swimmer does not have their unique pass, they will need to wait for a manager to look up and record their swimmer/family information. The family will be sent a warning, as all caretakers must have the pass to be permitted entry going forward.
    - The pass will be emailed to the primary email on file before the Winter/Spring session begins.
  - We recommend all students (regardless of age) be accompanied by a caretaker to and from the pool level to show proof of pass at the fitness center.
    - ***Swimmers 10 and younger are required to be accompanied by an adult to enter the facility.***
    - If a swimmer (11-13 years old) enters the facility independently, they must have their family's unique NCAP pass.
- Locker rooms: AU Policy is that children 7 and older must use the gender appropriate bathrooms.
- No parents on deck: Swimmers must be able to separate from their parent for the duration of class. Parents will be able to watch class from the viewing deck on the 1<sup>st</sup> floor.