

The Mermaid Sea Policies & Procedures

- *Payments*

- **Cash or Check *ONLY***
 - Please make all checks payable to **THE MERMAID SEA**
- **Payment is due in full at the beginning of the season.**
 - If you need a payment plan please talk to Ms. Christine. You are responsible for paying for the entire season.

- *Parking*

- Please park in the drive and in front of Ms. Sherry's house **ONLY**
 - This schedule would work best:
 - **Driveway Parking - 3:30pm, 4:30pm, & 5:30pm**
 - **Street Parking - 4pm & 5pm**

- *Missed Classes*

- **We must receive 24-hour notice before your student misses a class to receive a makeup**
 - Text Ms. Christine, 850-855-8792, if you suspect your student will miss a class to ensure that you will receive a makeup.
 - There are **NO exceptions** for less than 24-hour notice.
- **Advanced notice of a missed class is always appreciated.**
 - Please complete the form on the table to inform us of a future absence. This is the best way to ensure a makeup for your student.
- **No Call & No Show**
 - **No makeup, credit, or refund is given for a class that is missed with less than 24 hours' notice or no notice at all.**
 - 2 no call/ no shows will result in your student being removed from the swim schedule with no refund.

- *Inclement Weather*

- We will be swimming unless we call or text you to cancel.
 - Do not call or text to ask if we are swimming. We will call or text if we are **NOT** swimming. 9 times out of 10 it is not raining at Sherry's house and we **WILL BE SWIMMING!**
 - If we cancel due to inclement weather, we will do our best to schedule a makeup.
 - No credits will be issued and makeup options are not guaranteed.
 - **If a makeup is scheduled and you cannot make it no credit will be given and you will lose your makeup. No exceptions.**

Contact Information

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- *COVID-19 & Social Distancing*

- **Cleaning**

- We will have spray available for you to use to wipe down chairs and door handles.

- **Did you arrive early?**

- Please wait in your car until 3-5 mins before your class begins.
- We encourage wearing a mask when you enter and the exit the pool deck. This is when the pool will be the most busy.

- **Do you or your child need to use the restroom?**

- Feel free to use the restroom for potty reasons ONLY.
- We will have cleaner available. Please wipe surfaces after use.
- The restroom will NOT be available for changing clothes.

- **Changing into or out of a swimsuit?**

- This must be done at home or at your vehicle this year.
 - No exceptions will be made.
 - The office will not be available at all.
 - The restroom is only available for potty reason.
 - You may not change your child on the deck.

- **Where should you sit?**

- If your family is taking up both swim spots in a 30-minute period, you may sit on either side of the deck. We just ask that you pick one side.
 - Please allow for social distancing between you other families on the deck.
- If you only have 1 child swimming, seating will be first come first serve each week.
 - One family will sit on one side of the deck and one will sit on the other.

- **How many people and who can come watch my child swim?**

- We ask that no more than 2 adults/people be on the deck per family.

- **Can siblings be on the deck while my child swims?**

- Yes, this is fine. Again, we are trying to limit to only 2 people per family on the deck at a time.
 - Siblings may not play with our swim toys while on the deck this year.
 - No one can sit in the office this year.

- **Is your child having a hard time transitioning to swim lessons?**

- We may ask that you return to your car and meet them at the end of your 30-minute class.
- Or we may change the routine all together and walk out and meet them at the car.
 - We will explain this procedure to you at that time.