



**MED
SPORTS**



Absentee Policy

*When you book swim lessons at MEDSPORTS Swim Academy, the dates and times you reserve are held for you whether you show up or not. We understand that unplanned events like illness or injuries happen occasionally; therefore, all students are entitled to **one (1) make-up session** for an excused absence **per eight scheduled lessons per month** and **two (2) make-up session** for excused absences **per twelve scheduled lessons per month**. **FREE** Extra lessons are **not** entitled to make-up classes.*

For an absence to be considered excused, you are required to report via email at info@medsports.co or by phone at +971 50 860 5080 at least four hours before the start of class. If you **don't** call or email before the lesson starts, the class will be forfeited.

Students are eligible for a make-up for the following reasons only: 1.) Illness 2.) Injury 3.) Extraordinary circumstance.

Extraordinary circumstances and extended illness will be handled on a case-by-case basis.

There are **no refunds** for absences.

Make-Up Sessions Policy

- Make-up sessions must be scheduled within 30 days of the excused absence.
- Make-up sessions can not be transferred to other students.
- Make-up sessions can not be used towards future enrollments
- Make-up sessions may not be rescheduled.
- There is no guarantee on which swim teacher will conduct the make-up session.
- Make-Ups are not guaranteed. Availability for make-ups is limited.
- Makeup lessons will not be offered on holidays during which MEDSports schedules and conducts classes.

Cancelled Class Policy

MedSports Swim Academy guarantees that lessons booked will be available as scheduled. If it is necessary for MedSports Swim Academy to cancel a lesson, the lessons will be rescheduled at no additional cost.



**MED
SPORTS**



Communicable Disease Prevention Policy

IF a student or parent has symptoms, was exposed, or is concerned about possibly catching a contagious disease, DO NOT participate in swim lessons and let swimmer stay home.

Swim Pants and Pool Contamination Policy

Vomit, Fecal contamination and urination in or around the pool pose a severe health risk to all persons using the facility and force us to shut down operations for an extended period of time to clean and sanitize our facility properly. For the health and safety of our swimmers and teachers, please follow these policies:

- Children under 4 years old are required to wear reusable swim pants (diapers). **Disposable diapers are not** permitted in the pool. Please make sure the right size is used by your little one and be tight enough to contain an accident.
- Students who have been experiencing diarrhea or vomiting leading up to their swim lessons should not participate in swim lessons.

MEDSPORTS Pool Safety Rules

- NO RUNNING for any reason..
- Please shower before entering the pool. Children must stay out of the pool until their lesson begins.
- All children not in a swim class must be supervised by an appropriate guardian.
- Guardians must remain on the property and be easily reachable while students are in class.
- Please try not to interfere while classes are in progress. This can cause a distraction for the instructor and other students.
- **MedSports Swim Academy** coaches cannot make special arrangements for students not enrolled in a class. If your student is in need of a class, please see the swim desk coordinator.



**MED
SPORTS**



Am I eligible for a Make-Up?

- I understand that students who miss a class for illness, injury or family obligation are eligible for a make-up if the office was notified in advance.
- I understand that MEDSPORTS CANNOT guarantee that there will be space available for multiple children in a make-up class. Make-ups are a courtesy, and if there are multiple children who need make-ups, I might have to come at different times.
- I understand that MEDSPORTS can't guarantee that my child will have the same teacher for their make-up class.
- I understand that make-ups are **only valid for 30 days**. If they are unused they will expire.
- I understand that eligible make-ups are valid only while we are enrolled. All unused make-ups expire when I withdraw, and are not carried over upon re-enrollment.
- I understand that my child **cannot "make-up"** a missed make-up class.
- I understand that MedSports cannot transfer make-ups to other students or issue a tuition credit for missed classes.
- I understand that enrolled students may request an eligible make up class up to 72 hours in advance by contacting our front office. (Example: Request on Monday for a Tuesday or Wednesday make-up class.)