



TIDE Swim School Standard Operating Procedures

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What is TIDE Swim School?

TIDE Swim School is a year-round program for students aged 4 to adult designed to teach the foundations of safety and stroke development while emphasizing our core values of Patience, Belonging, Achievement, Integrity, and Consistency. Swim School progresses its students with instruction from experienced staff, regular evaluations, and the use of the following tiered system:

Level One, Water Adjustment: The student has little to no experience in the water

Level Two, Introduction to Strokes: The student can submerge without assistance for 5 seconds, can float on back for at least 10 seconds, can roll from front to back and back to front, can flutter kick on front and progress at least 5 yards, and can flutter kick on back and progress 5 yards

Level Three, Stroke Development: The student can swim freestyle with in-line breathing for 12.5 yards, can swim backstroke for 12.5 yards, can swim underwater from the wall for 5 yards (to the backstroke flags), can perform drop-ins from the wall on both front and back, and can perform a dolphin kick (intro to butterfly)

Level Four, Stroke Refinement: The student can swim freestyle with a fluid breathing pattern for 25 yards, can swim backstroke for 25 yards, can swim butterfly for 12.5 yards, can perform a standing dive with streamline, and has been introduced to breaststroke (breathing, streamline, and coordination)

Introduction to Competitive Swimming 1: The student can swim freestyle with a fluid breathing pattern for 50 yards, can swim backstroke for 50 yards, has strong skills and endurance in freestyle and backstroke, can swim butterfly for 25 yards, has started learning breaststroke and knows the basic arm, feet, and leg positions

Introduction to Competitive Swimming 2: The student can perform all of the skills required from Level 1 to ICS 1, can swim at least 100 yards of freestyle continuously, can swim at least 50 yards of backstroke, breaststroke and butterfly, has knowledge of proper drop-in technique for each stroke, knows open turns and flip turns

What sets TIDE Swim School apart?

TIDE Swim School teaches students the correct way to swim from the beginning, using in-water instruction with adaptations intended to address each student's unique learning style. Safety, stroke development, and technique are all taken into consideration when working with students. Evaluation of all of our swimmers is ongoing through in class feedback and regular progress reports.

TIDE Swim School offers the best of instruction and staff. All of our instructors have to submit to a background check and in addition to standard aquatic safety certifications, they are trained in the principles of Safe Sport, using the curriculum from the U.S. Center for Safe Sport.

Registration and Enrollment

Registration for each multi-week session opens to current students 20-30 days prior to the start date of the new session. If a student would like to keep their class day and time and continue on into the next session, they are required to register for that session using online registration. Class day and time is NOT guaranteed until registration is completed.

Registration will open to all others 10-20 days prior to the session start date. Students can request a class day and time by emailing aletterman@tideswimming.com or by filling out the Swimmer Placement Request Form linked on the Swim School webpage. Class dates and times will be confirmed by email from Director of Swim

School, Amanda Letterman, and can only be guaranteed by registration and payment. **You have 24 hours to register after you have been sent the registration link.** If you do not register within that time, your class day and time will be assigned to another student.

Payments and Billing

All students will pay a \$10 non-refundable registration fee with each new session registration.

Small Group Lessons: Students will pay in full at registration for the entire 6 or 8 week session

Introduction to Competitive Swimming 1: Tuition is assessed by session, which is typically 12 weeks long. Students pay at least half of the fee at registration and are charged on the first of the month following the start month for the balance of the fee.

Introduction to Competitive Swimming 2: Tuition is assessed by session, which is typically 12 weeks long. Students pay at least half of the fee at registration and are charged on the first of the month following the start month for the balance of the fee.

All fees are non-refundable once the session has begun.

Cancellations and Refunds

When TIDE Swim School classes are canceled by inclement weather or pool maintenance issues, we make every effort to schedule make-up classes at a time that is convenient for both the instructor and the facility. If a class is canceled by weather with less than 15 minutes remaining, no makeup will be offered.

If we are unable to schedule a make-up class, **you will be issued a credit** to use for future lessons. Credits will not be offered for reasons other than a TIDE cancellation.

Should family plans change, registration may be canceled if notice is given via email to Amanda Letterman **at least 7 days before the session start date**, with all fees refundable except the \$10 registration fee.

No refunds will be issued if a swimmer withdraws prior to the end of their session.

What to expect from your TIDE Swim School Class

TIDE Swim School students will take one (30) minute class each week with one to three other students of similar age and skill level, led by an experienced instructor. We ask that students bring the following items:

Swim Cap (provided at first class)
Kickboard
Swimsuit
Goggles
Towel

Introduction to Competitive Swimming 1 participants will attend two (45) minute practices each week. We ask that students bring the following items:

Swim Cap (provided at first practice)
Kickboard
Swimsuit
Goggles
Mesh Bag
Fins
Paddles
Pull Buoy
Towel

Introduction to Competitive Swimming 2 participants will attend two (60) minute practices each week. We ask that students bring the following items:

Swim Cap (provided upon first session)
Kickboard
Swimsuit
Goggles
Mesh Bag
Fins
Paddles
Pull Buoy
Towel

Swimmers should arrive as prepared and dressed as possible for their class. Changing tents and restrooms are available; students should arrive with enough time to prepare so that they are ready when class begins. Parents are required to stay on the premises for children ages 12 and under and must be available via the cell phone number provided at registration during that time.

Rules, Protocols, and Procedures

TIDE Swim School has the right to terminate a student at any time due to behavior, failure to adhere to policies, or failure to meet payment deadlines.

ABSOLUTELY NO FOOD OR DRINK (except water) is allowed on the pool deck. This applies to swimmers, parents, and instructors. There should be no trash left behind on the pool deck.

We ask that all of our participants be potty-trained.

Students who are late to their class will not be able to adjust their class end time to compensate for their late arrival.

Students and parents should be sure to take all belongings home when class is ended. We do not maintain a lost and found.

We kindly ask that parents do not bring to class swimmers who have a sore throat, fever, or other signs of illness. If a swimmer has been ill with a fever, they cannot return to swim lessons until they have been fever free for at least 24 hours.

Tide Swim School will make every effort to communicate unexpected pool closures due to inclement weather or maintenance issues through electronic communication methods. Parents may also call or text the Swim School office for information.

TIDE Swim School Key Leadership

Amanda Letterman | Director, Tide Swim School | aletterman@tideswimming.com

Jennie Carder | Executive Director, Tide Swimming | jennie@tideswimming.com

TIDE Swim School Vision

To develop confident and skilled swimmers while building relationships and a sense of belonging

TIDE Swim School Core Values

Patience

Acknowledge that everyone develops at their own pace
Never give up

Integrity

Honor your commitments
Be accountable for your actions
Communicate openly

Belonging

Radiate positive energy
Share your love of swimming
Be your authentic self

Consistency

Prioritize safety
Uphold the Swim School curriculum
Be prepared, present and punctual

Achievement

Seek learning opportunities
Recognize growth
Celebrate often