Swim program policies

Thank you for choosing Diventures! We look forward to providing you with an exceptional experience. Below you'll find key information about our program.

Family Swim
Your enrollment includes complimentary Family Swim for students and parents. Reservations are required as space is limited.

Payments
Your credit card will be billed on the 1st business day of each month.

Notice of Cancellation
Since your class time and day is reserved for you, written notice is required to withdraw. Please let us know as soon as possible.

Inclement Weather Policy
If we cancel class due to weather, or other reasons, we will send an email and a text message, plus post a notice at Facebook.com/DiventuresSunPrairie. We will issue a class credit for a future session.Please be sure we have your latest contact information.

Missed Classes
- If a student misses a class due to illness, we will credit the class with a doctor's note or copy of a prescription. If your swimmer has a prolonged illness, please contact us.
- No makeup classes or credits for missed classes will be offered for reasons other than illness.
- Two days of vacation credit are available to customers after five months of continuous monthly enrollment, which you may use when unable to attend class within the calendar year.

Enrollment
New customers are enrolled and billed for the session and the new family registration fee immediately upon registration. After that, enrollment will continue monthly. When weekly sessions are available, enrollment is per session, four consecutive classes in one week. If a student takes a break longer than 12 months, a re-registration fee will be applied.

Teachers
We understand that different students respond to different teaching personalities. We will always try to accommodate these needs. We can never guarantee a particular teacher and reserve the right to change teachers. We encourage students to work with a variety of teachers to see which teaching styles work best for them. This helps aid in swimming with new people, under different circumstances, and in various locations.

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Guarantee
Our goal is to provide the students with a positive and fun experience, learning the basics of swimming. We do not guarantee that a student will be independently swimming upon completion of a given session.

Class information
- All classes are 30 minutes in length.
- Monthly enrollment is based on one lesson per week, four lessons per month.
- Weekly enrollment, when available, is based upon four lessons per week.
- Registration is accepted on a space-available basis.

Pool closings
- In the event of a pool closing, due to inclement weather, or other reasons, students will be given a class credit for a future session.
- Diventures observes the following holidays: New Year's Eve, New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Halloween, Thanksgiving, Christmas Eve and Christmas. Classes will be prorated for any classes missed due to holiday closings.

Policies
- We require that a parent or guardian accompany their children at all times.
- We ask that parents help enforce the "no running" policy on the pool deck.
- Food and glass are prohibited within the pool area. Water and sports drinks are ok.
- Reusable swim diapers are required for students under the age of three and those not toilet trained. These are available for purchase in our retail shop.

We look forward to providing you with a safe, fun and welcoming atmosphere! We welcome all comments and suggestions.