

JUST KEEP SWIMMING

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# CLIENT HANDBOOK

For parents and caregivers of JKS participants

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- POLICIES
- FREQUENTLY ASKED QUESTIONS



For questions, please contact [justkeepswimmingcalgary@gmail.com](mailto:justkeepswimmingcalgary@gmail.com)

**Please read the following policies carefully, then sign and return this document to [justkeepswimmingcalgary@gmail.com](mailto:justkeepswimmingcalgary@gmail.com)**

Clients must accept the terms and conditions outlined in this agreement prior to participants entering the facility for summer camps.

## General

1. The client will be provided with personal contact information of the lead camp facilitator for JKS. This information may be used for scheduling, cancellations and other swim school affairs. The client agrees to keep this information confidential and use it only for the matters outlined above.
2. The client understands that JKS summer camps will follow a weekly schedule outlined prior to the start of participation. Participants will swim each day for a minimum of 1 hour and participate in a minimum of 3 field trip activities throughout the week. Swimming will be play based with skill-based instruction throughout each swim. There is no level system.
3. A parent or guardian must be present at drop off and pick up location for the start and end of day camps. If access Calgary is being used for any transportation, this must be communicated well in advance of your child's participation at camp. Access Calgary must be given the phone number of the day camp leader to give the 15-minute warning for pick up and drop offs. Just Keep Swimming will not be held liable for missed rides if no contact has been made.
4. The client understands and agrees that Just Keep Swimming camp leaders assume responsibility and communication with each participant during their scheduled day camps. Parents and/or guardians are not to interfere with camp activities or behaviors unless called upon and asked for help by a Just Keep Swimming camp leader.
5. While we do allow aides to attend camp with Just Keep Swimming participants. We do not allow parents to be the aide attending their child to camp. This is due to Just Keep Swimming camp leaders creating the best learning environment possible and increased participation with the group.
5. The client agrees to allow photographs and/or videos taken of his or her child during Just Keep Swimming lessons, and consents to the use of such photos by Just keep Swimming for promotional purposes, including Instagram, Facebook, website or print media. If the client does not agree to this, they can contact Just Keep Swimming and revoke consent at any time.
6. The client agrees not to participate in summer camps or allow their child to participate in summer camps while suffering from an infectious illness or condition. Just Keep Swimming camp leaders have the right to cancel a campers participation if, in the camp leaders opinion, a client or camp participant is not well enough to participate. Any such cancellations will result in a forfeited camp attendance that may not be rescheduled in accordance with the terms of this agreement. The camp staff shall not be held liable for any illness or condition passed to a client or camper by any other individuals.

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## Registration

The client agrees to abide by the following rules and regulations and accept the following terms and conditions concerning JKS registration, summer camp participation and payment processes:

- i. The client agrees to complete the provided information registration form in detail, describing the participant's abilities, needs and behaviours. The client understands and certifies that all information provided is correct and understands that Just keep Swimming has the right to cancel participation without refund at any time during the week if any of the information provided is found to be inaccurate.
- ii. Each client must sign a waiver of liability for each participant prior to entering the facility for summer camps.
- iii. Once registered, the client is committed to the agreed upon dates, time and camp leaders for the entire week. Unless changes are to be made by Just Keep Swimming staff to ensure the best possible peer group for your participants week of camp. This will be communicated in ample time and will not be changed without confirmation from both Just Keep Swimming staff and the family participating.

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## Payment and Refunds

- i. Once confirmation for camp participation has been confirmed by Just Keep Swimming Staff, a non-refundable \$100 deposit for your child's participation is due. Deposits can be paid through, e-transfer to [justkeepswimmingcalgary@gmail.com](mailto:justkeepswimmingcalgary@gmail.com), cheque, cash, or by credit card. If paying by credit card a 3% surcharge will be added to the invoice.
- ii. Camp payment is due in full on the first day of camp. If camp payment has not been received by 9:00AM on day 1, your participant will not be able to attend camp for the week. Camp payment can be completed through, e-transfer to [justkeepswimmingcalgary@gmail.com](mailto:justkeepswimmingcalgary@gmail.com), cheque, cash, or credit card. If paying by credit card a 3% surcharge will be added to the invoice.
- iii. Full payment is due on the first day of camp by 9:00AM. If payment is not made on or prior to the first day of camp, the client's participant will not be allowed to participate in camp until payment has been completed.
- iv. If a payment is over 90 days late. It will be sent to a collection agency. In addition to the late payment fee, the client is responsible for any and all costs associated to secure amounts due and owing.
- v. Refunds for missed camps will not be available. By confirming your camper's registration, you are committing to attend all dates in the camp week. Refunds will only be provided in the event of an emergency that prevents the camper from participating, or for medical reasons with a doctor's note provided.
- vi. If a cancellation is requested by JKS lead instructors due to sickness or an emergency and a suitable camp leaders cannot be substituted for the camp day, only then, will additional make-up dates be offered. If we are unable to schedule a make-up date that works for both parties involved, a refund will be provided to the client.
- vii. If a suitable camp leader can cover camp for the day. The client understands that their child will be under the care of a different camp leader.

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## Termination

Just Keep Swimming has the right to terminate this agreement at any time and may refuse to provide further camp participation should the client and/or his or her participant breach its terms and conditions or engage in conduct that is inappropriate. Such conduct may include, but is not limited to:

- i. Refusing to obey instruction from JKS Camp leaders
- ii. Refusing to obey instruction from lifeguard staff on duty at the aquatic facility during swimming, or facility staff at any of our field trip activities
- iii. Behaving in a disrespectful manner toward a member or staff, another client, student, or any other person. Including but not limited to; signs of aggression, hitting, kicking, disrespectful language.
- iv. Causing damage to pool premises or facility premises.

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## Liability Waiver

- i. The Client, personally and on behalf of any minor child, hereby assumes all risk relating to the swimming lessons, whether foreseeable or unforeseeable, and releases Just Keep Swimming, and its owners, directors, employees, assigns, agents or volunteers of any and all liability for injury, loss, damage or expense sustained as a result of taking part in activities organized by or associated with Just Keep Swimming. The Client acknowledges, personally and on behalf of any minor child, the existence of known risks and potential unknown risks, which may include but are not limited to serious injury, including permanent disability and death, and social and economic loss. The Client agrees to waive any and all claims he or she may have in the future against Just Keep Swimming and/or its representatives and their respective servants, successors, assigns, agents, or employees, and agrees to release Just Keep Swimming and its representatives and their respective servants, successors, assigns, agents or employees from any and all claims, demands, damages, actions or causes of action arising out of or in consequence of any loss, injury, damages (including death) or expense that may be suffered as a result of attendance at or participation in any and all activities organized by or associated with Just Keep Swimming, notwithstanding any such loss, injury, damages (including death) or expense having been caused by reason of the negligence of Just Keep Swimming, its representatives, servants, successors, assigns, agents or employees.
- ii. The Client agrees to hold harmless and indemnify Just Keep Swimming from any and all liability for any loss, damage, injury or expense to any third party, resulting from the client's attendance and participation in activities organized by or associated with Just Keep Swimming.
- iii. In situations where emergency medical services are required, such as an ambulance, the entire cost of the same will be borne by the Client.

JUST KEEP SWIMMING

I, \_\_\_\_\_, hereby certify and acknowledge that I fully  
(print name)

understand the information provided in the Just Keep Swimming document and  
agree to abide by all of its terms and policies.

\_\_\_\_\_  
Just Keep Swimming  
Program Owner & Director

\_\_\_\_\_  
Client name (printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

# FREQUENTLY ASKED QUESTIONS:

## **What is involved in summer camps?**

Just Keep Swimming camps run weekly for 4- or 5-day camp. During the week, participants will have the opportunity to swim daily for a minimum of 1 hour. As well, participate in a minimum of 3 field trip activities throughout the week.

## **What are camp ratios?**

Camps run in a ratio of 3:1. 3 participants to 1 camp leader. We are a small group-based program that encourages group participation and interaction. While we are happy to facilitate interactions Just Keep Swimming may not be the best fit camp for your participant if they require 1:1 for each activity. Please discuss this with JKS staff prior to registration.

## **What are the field trip activities?**

Field trip activities vary week to week depending on age and ability of participants. Some of the field trip activities we will chose from each week include; waterslides, canoeing, paddle boarding, paddle boating, beach day, rock climbing, luge at COP, mini golf, bowling.

## **What does my participant need to bring?**

A healthy lunch, snacks and water bottle. Swimming suit, towel, goggles. Appropriate footwear for each activity, closed toes shoes. It is important to dress for the weather as most of our camps days will be spent outdoors.

## **My child can only attend 4 of the 5 days, can we schedule a make-up date or prorate the cost of camp?**

When you register for a camp week, you are agreeing and committing to attend all days within the session. Due to our limited spaces for participation and camp staff ratio, when you register for camp, you are agreeing to participate in the full week. If you must miss a day due to travel plans or other activities no refunds will be made.

## **What if JKS camp is not the best fit for my child but we have already paid for camp?**

If a JKS staff member had made the decision to terminate your camper's participation due to behaviours that were not communicated, no refund will be applied. If staff and families can work together, first option is always to have the participant come back the next day with an aide to facilitate these behaviours which allows the JKS staff and other participants to remain in a safe environment. The cost of an aide is on the client.

For any additional questions, please feel free to reach out to us at  
[justkeepswimmingcalgary@gmail.com](mailto:justkeepswimmingcalgary@gmail.com)

