



WELCOME TO WINGS OVER WATER

Dear Parents and Swimmers,

Thank you for choosing Wings Over Water School of Swimming. It is our pleasure to have you under our “Wings”.

Our trademarked ‘Swimpticity’ curriculum is nationally recognized and based on extensive research in developmental swimming methodology.

This Parent Orientation Handbook contains important information to start you on your swimming journey with Wings Over Water. Please carefully review the contents of this folder. If you have any questions, a Front Desk Associate will be glad to assist you.

We look forward to sharing joyful aquatic learning adventures and our expertise with you and your family.

Enjoy and Welcome!

Swimcerely,

Eddie Flood and the Wings Over Water Staff



WHAT TO EXPECT ON YOUR FIRST DAY OF CLASS

1. Try to arrive 15 minutes before your class begins to allow time to get your child settled and ready for swimming. Please wait in the viewing room and then enter the pool area at your class time.
2. Please take a minute to check the 'Boards' and Table Toppers for important weekly information.
3. Remain ON SITE at all times. Please supervise your swimmer and sibling while enjoying our facility.
4. **All Children under the age of 4 years must wear TWO, snug fitting, reusable swim pants to participate in lessons. TWO reusable swim pants are mandatory for all children under the age of four years, even if they are potty trained.**
5. Bathing caps are required for all swimmers with hair below their ears. Well fitting goggles are strongly recommended as they protect delicate eyes and aid in the aquatic experience.
Parents who will be in the water as partners should also have caps and goggles.
6. **Please remove all street shoes and leave in the cubby shelves before entering our locker rooms and pool deck.**



7. **All strollers and wheelchairs must wipe off their wheels before entering the locker area and pool deck as well. We provide wipes at the front desk.**

PHILOSOPHY, GOAL, AND MISSION

Our mission is to create a lifelong intimate relationship with water that will become the foundation for all future aquatic activity. We are committed to our children, families and community through the teaching of safety in and around the water.

Wings Over Water School of Swimming incorporates the Swimplicity™ methodology in our learn to swim program. The primary goal is safety. Students will first learn how to quiet their bodies and integrate breathing, floating and traveling experiences. Once a level of trust and comfort is attained a student will be introduced to underwater propulsion experiences. Over the water arm strokes are introduced when breathing, balance and aquatic line is attained.

“It is not important how fast or how far an individual can swim, but the duration an individual can stay in the water safely and comfortably.”

WOW is committed to “growing your child” through aquatic experiences. Edie Flood, the creator of Wings Over Water and the trademarked Swimplicity™ curriculum is renowned by the United States Swim School Association. Her unique learn to swim programs are designed to enhance brain development, sensory awareness and integration, motor control, learning, and social development.

Our philosophy is to provide children with the opportunity to experience the aquatic environment in a safe and joyful way. Simple body shapes where the student imitates the letters X, Y, and I, and objects such as the pencil and ball are the foundations of these aquatic relationships. From these body shapes students can first learn to manage aquatic forces for safety and then use aquatic forces for propulsion and stroke development. Breathing is key to complete comfort in the aquatic environment. Being able to submerge, hold and release air at the interface, and accept air rhythmically is essential to being in harmony with the water.



Aquatic Development

Aquatic experiences begin in the mother's womb where an infant is surrounded by amniotic fluid. It is in this aquatic environment that they first encounter buoyant lift, gravitational pull, and torque rotation. These naturally occurring aquatic forces shape the initial development of every human being.

When an infant is born into our land gravity-dominated environment, they begin to experience life as a land based animal through lying, sitting, crawling, standing, and walking. Thus our early experiences prepare us for developing both aquatic and terrestrial environments.

The quality of a child's early environmental interaction is a critical first step in all aspects of intellectual, emotional, and physical growth. To take full advantage of this situation each child should continue to experience life both above (terrestrial) and below (aquatic) the horizon. Water experiences provide an individual the opportunity for multi-sensory experiences in a stimulating 360-degree physical environment.

We have carefully designed your child's aquatic experience to match characteristics of age appropriate brain, sensory, and physical development.

PAYMENT INFORMATION

Payment

Full payment for your first month's tuition is required at the time of registration as well as a credit card on file to secure your child's place in their class. This should be done at the time of registration unless paying by cash or check.

After this initial payment, our system will automatically bill your credit card on or around the 1st of every month.

A confirmation email will be sent to you when you have completed your registration indicating your child's class and time.



We gladly accept cash, personal checks, Visa, MasterCard, American Express and Discover.

Refund Policy

There are no cash refunds and no exceptions. Membership fees are non-refundable and non-transferable.

Cancellation Policy

If you wish to cancel at any point, you may do so by contacting our front desk with 30 days notice before the next billing cycle. Withdrawal from program requests should be done in writing via email or you can stop at the desk and fill out a withdrawal form.

REGISTRATION PROCESS

We are a perpetual swim program, and registration is available at any time year round. You may contact our front desk via phone call, email, or by dropping in to register. If you enroll midway through a month, your tuition for that month will be automatically prorated based on your start date.

ONLINE REGISTRATION is available on our website: www.wingsoverwater.com

*** WOW is a “Members Only” facility. Monthly membership fees are required. They are non-refundable and non-transferable.**

Private Lessons

Private lessons are done on Instructor’s availability and will be booked on a first come basis. Private lessons are paid in full at the time of scheduling. A 24 hour notice is required to cancel your private lesson. If you fail to call and cancel your lesson within the prior 24 hours, it cannot be rescheduled. To insure your full private lesson it is necessary to start on time. Lost time cannot be made up.



CLASS ABSENCE/MAKEUP POLICY

If you are absent or miss a class for any reason, you are entitled to a makeup token. With your makeup token, you may schedule a makeup class on a different day and time than your regular scheduled class.

Each student may request **one makeup token per month**. Makeup tokens will only be issued with an excused absence by notifying our front desk prior to missing your class.

We will issue a makeup token or offer a makeup day for any closings or cancellations due to weather, pool issues, or instructor absences (if a sub cannot be found).

If you schedule a makeup class and do not attend, the class will be forfeited and another makeup token will not be issued.

Makeup tokens are only to be used with current monthly memberships, and are good for 60 days from the date issued. No financial adjustments will be made for makeups.

You may schedule a makeup class by going online to our parent portal, or by contacting our front desk for assistance.

PROGRAM CANCELLATION

Please make sure that WOW has all updated email addresses and phone numbers, when your class is cancelled for any reason we will contact you by email and text message.

Weather Conditions



Please keep in mind that any cancellation of class is determined by existing weather conditions in the immediate WOW area. Such decisions are made with the utmost of consideration for the safety of all.

~Thunder / Lightning

Upon seeing lightning or hearing thunder directly over our location, the health department requires us to remove all swimmers from the pool and deck to wait in the viewing room. The rule then requires us to wait 30 minutes from the last thunder clap or flash of lightning before re-entering the water. The safety of all swimmers is paramount.

~Facility Mechanical or Chemical Problems

If your class must be cancelled due to facility problems, you will be emailed and sent a text message.

~Teacher Illness / Substitute not available

If your class must be cancelled due to unavailability of your teacher or a substitute you will be notified at once via email and text message.

COMMON CONCERNS

Attitude

Having a positive attitude about the aquatic environment is extremely important, and we encourage you to enjoy this experience with your child. The more involved you can be in your child's experience the more successful this will be for all.

Communication is the key to a healthy relationship between parents, children and aquatic educators. If you have questions regarding your child's lesson or progress, please fill out an Instructor Communication form located in the viewing room or at the front desk.

Crying

Children may need the first few lessons to adjust and become familiar with new surroundings.

Swallowing Water



At times, children may experience swallowing water. This however, is not common and is part of the learning experience. Please allow your child to cough or sneeze as this is a natural process to eject water out of the nose and mouth.

Submerging

Our goal is to allow your child to experience the aquatic environment in their own way. Once a child is comfortable in the water and feeling buoyancy, they will gradually initiate submerging. For our younger children parents should share in this aquatic experience by joining them underwater. Whenever a child is to submerge verbal cues are used, to help prepare them prior to submerging.

Health & Safety

Our first priority is the health and safety of all of our swimmers. You, as parents and caregivers, share in the responsibility of making WOW a safe swimming environment.

A chlorinated pool is the safest place to swim because it is an environment that for the most part, can be closely monitored and controlled. Our State Health Department sets strict guidelines which WOW follows very accurately. There are some times however, that illnesses can be transmitted through the water. Children who have diarrhea, fever, or abdominal cramping may have a form of a gastrointestinal illness.

If your child does not feel well, they should not swim.

Extended illness or injury - please provide a doctor's note and we can offer multiple make up tokens until your swimmer can return to swim.