

Soothing Waters Guidelines

(please review before your first appointment/class)

Thank you for taking the time to review this document, the *Soothing Waters Parking Plan and FAQ's* for your particular service prior to coming. There are three sections to review, please review All Clients and the guidelines for the service that applies to you, as there is some variation in each section. Following these guidelines will make your experience and that of others the best that it can be. I appreciate your cooperation!

All Clients

1. **Please avoid using body lotion or hair products prior to coming to the pool.** If you do have them on, please take a shower here prior to entering the pool. Sunscreen, *as needed*, is okay. (I work really hard at keeping my pool impeccably clean and truly need your cooperation to maintain water of the highest quality, all of the above products will turn the water cloudy quickly and create an unsafe environment.)
2. Once parked, please proceed up the staircase with the handrails in front of the smaller home and walk through the courtyard, between the homes, to the black door marked "Soothing Waters Entrance" at the left rear of the courtyard. This door will lead you to the change areas and outside to the pool. Most often, I schedule back to back Watsu sessions and swim classes. I will meet Watsu clients about 5 minutes before your session either in the inside waiting area or in the courtyard. Swim participants will find me in the pool.
3. We are happy to share our home and property with you. While you are present, please respect that there are others living here.
4. Please respond promptly to my e-mails or phone calls. The amount of work that goes on behind the scenes to keep Soothing Waters running effectively and efficiently is more than you can even imagine. The success of your and everyone else's experience is directly related to our communication.

Group Swim School Participants

1. Advance payment is required for all group classes. The fee for classes increases by \$10. when paid on the first day of class.
2. Group classes may have up to five adults and five children in each class and there is only one small bathroom available. Please be respectful of all

class members and limit your use of the bathroom to toilet needs. Please take showers at your home.

3. The fee for your class includes one parent and one child. However, it is lovely when both parents enjoy a class with their child. This may be possible, but ONLY when there are less than 5 parents in the pool.
4. It is best to not bring unsupervised children to Soothing Waters. If unsupervised, not enrolled, siblings must come to SW, please be sure that they remain in the enclosed pool area.
5. Approved **non-disposable**, swim diapers are required for all children under 3 or those who are not potty trained. The features that are important to prevent leakage and contamination of the pool are: **non-disposable** and **snug fitting/elastic around the waist and legs**. I do carry these and offer them for \$14. each.
6. **Classes are run back-to-back.** Please come to the pool area a few minutes before your class and **enter the pool when you hear the good-bye song being sung by the class ahead of yours.** In other words, enter the pool just prior to participants from the class before yours leaving the pool. This system allows us to start punctually. It works really well when followed.

Private Swim School Participants

1. Please understand that this time slot is reserved specifically for you. If you are unable to attend a class, **cancellations for illness** should be made a minimum of **24 hours in advance** by e-mail (lizbart@wavecable.com) or by phone (766.8403). Other cancellations should be made at least one week before your absence and be infrequent. Repeated or late cancellations will result in half of the class payment.

Watsu Clients

1. I will e-mail a confirmation of our upcoming session a few days before we meet. This e-mail will contain information that is important to know prior to our appointment. Please read it thoroughly.
2. **Cash or check only, please, for your payment.**
3. A minimum of **24 hours notice** is required for canceling your session. **Please leave a phone message at 360.766.8403 or e-mail (lizbart@wavecable.com)** if it is necessary to cancel. Due to the expense in heating the pool for your service, there will be a charge of 50% of your service if I am not notified at least 24 hours in advance.