



# THE Sunsational Swim School Handbook

A guide to teach swim lessons successfully with SSS

## Congratulations and Welcome to Sunsational Swim School!

We are excited to have you join our team of elite swim instructors. This handbook is designed to help you get to know everything about our company and customers so you can begin teaching like a pro!

If you have any additional questions  
after reviewing the handbook, we're here to help:



Call, 1-888-788-2140, EXT3



Booking: [bookings@sunsationalswimschool.com](mailto:bookings@sunsationalswimschool.com)

Support: [crewsupport@sunsationalswimschool.com](mailto:crewsupport@sunsationalswimschool.com)

Payroll: [timesheets@sunsationalswimschool.com](mailto:timesheets@sunsationalswimschool.com)



[sunsationalswimschool.com/sunsational\\_squad.php](http://sunsationalswimschool.com/sunsational_squad.php)  
for facts and information



Our dedicated group on Facebook

We look forward to working with you in seasons to come,

Best wishes,

*Sunsational Swim School Staff*



# Welcome to Sunsational Swim School

Our mission is to make a difference in lives by teaching students water safety and swimming confidence quickly through individualized one-on-one lessons with a patient and fun swim instructor. We aim to make learning to swim convenient, fast, fun and hassle-free by bringing one of our top notch swim

## The Sunsational Approach

We seek to make learning to swim a fun, enjoyable experience, with lifetime benefits and a healthy appreciation of the water.

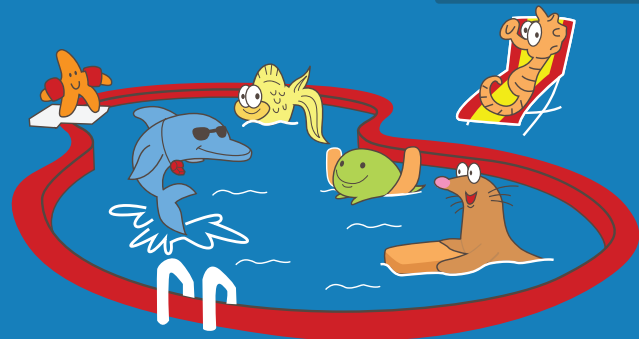
We use positive teaching techniques to help children master swimming and water safety skills for life.

We develop safe, accomplished swimmers, through age-appropriate activities, toys, positive reinforcement and gentle teaching techniques. To help ensure this we have the “12 Lessons Learn to Swim Guarantee”

We push students at a developmentally appropriate pace and encourage a positive reinforcement approach which provides children with a safe, gentle learning environment.

We believe the best way a child can learn to swim is through individualized instruction and encourage one-on-one lessons, tailored to each child’s learning style, ability, and developmental level.

# Booking Swim Lessons from Start to Finish:



## 1 Choose Lesson Packages to Teach!



Lessons are emailed out to the instructors within the clients metro region. Browse through the available lessons and be sure to check your emails daily! You also may receive texts for urgent lesson requests.

### Available for a lesson?

Be sure to double check the following before replying to teach a lesson package!



#### Distance

Is this lesson within a reasonable distance from me and what is the travel ?



#### Time

Can I complete the entire package of lessons based on my scheduling availability?



#### Qualifications

Do I have the experience, skills and certifications required to accept this customer?



#### Clarity

Do I understand the type of lessons the customer has requested? What guarantee or expectations have to be met?



#### Schedule

Am I available for any of the requested scheduling options?



#### Expenses

Do I have the necessary materials to complete this package or gig?

## 2

## Available and Qualified? Reply ASAP!

Reply with- your distance (miles) and your experience (years) pertaining to the age group listed.

### EXAMPLE:

"I'm available, 6 miles away, 3 years experience working with 3 year olds, and have taught a couple of lessons with 1 year olds"

### How do we Choose an Instructor?

We take the following into consideration when booking an instructor...



Response Time



Proximity to Lesson



Cancellations/  
Tardiness History



Experience



Client Feedback

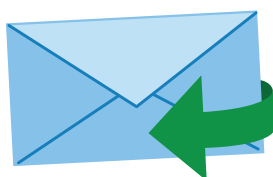
### Can't Commit to a lesson package?

Let us know why, feedback is always appreciated.

If you could accommodate the customer under a different schedule- make sure to let us know!

## 3

## Receive A Booking!





We will reply to your e-mail with further instructions and the contact info for the customer!


It is your responsibility to contact with the customer ASAP and set up a lesson schedule.


## Setting up a lesson schedule...


### Once Booked:

 E-mail and CC - bookings@sunsationalswimschool.com include scheduling options, contact information, experience and background. **First impressions are everything!** Contact the customer quickly (within 24 hour of being booked) to start out on the right foot.

 Call - the customer after you send an email – leave a friendly, informative voicemail. Be prepared with your availability.




 **Schedule Lesson** – the whole package of lessons should be scheduled in advance including at least 2 reschedule days + at least 4 flex lessons for students with a “learn to swim guarantee.” **Expect the unexpected!** Setting aside a few reschedule days will keep you prepared.

 **Submit Schedule** – After setting up a lesson schedule be sure to send an email confirmation to the customer and CC bookings@sunsationalswimschool.com.

 **Unable to schedule lessons after 5 days?** Email the office so we can assist to ensure customers and instructors are being taken care of. **If we don't hear from you we assume everything is going as planned, it is your responsibility to let us know when there is an issue.**

## 4 Complete a contract...



-  Be an amazing swim instructor!
-  Meet the “Learn to Swim Guarantee” (if required)
-  Email a timesheet and get paid! (see payment section)

### How many lessons do students take?

- There is an **8 lessons** minimum per student for all lessons packages.
- Lessons can be **30, 45, 60** or **75 minutes**.
- Students may register for **1-7 lessons per week**. We recommend 3-4x per week for beginners and require a minimum of 3x a week for the Swim Guarantee.
- We also offer a “**12 Lesson Learn to Swim Guarantee**” (see according section).

# How to Get Paid?

- ☉ You are an independent contractor. To receive payment you have to invoice Sunsational Swim School by completing a Timesheet. ([Directions below](#))
- ☉ You submit your timesheet via an online form that you can access via our website on the instructor page or directly via the URL below:



(click on the image to access page directly)

**MORE SPECIFIC  
INSTRUCTIONS ARE  
ON THE ONLINE FORM  
TO HELP YOU**

@ [timesheets@sunsationalswimschool.com](mailto:timesheets@sunsationalswimschool.com), if you have questions

 <http://fs20.formsite.com/sunsationalswimschool/form43/index.html>

## Timesheet Completed:

Once you submit your timesheet we receive by email automatically for revision and processing. If we have questions we will contact you.

## Payment Method:



### Payment by Dwolla

On your first payment you will be prompted by email to set-up a Dwolla account. During the set-up process you will be asked to link your Dwolla account with your bank account. You can then transfer the money from your Dwolla account into your bank account manually or automatically.

Each time we send a payment your way Dwolla will notify you by email.

**EASY, FAST AND CONVENIENT**

# What is the Pay?





## Swim Instructors Pay

### Base Pay Grid

Lessons Time in Minutes	30	45	60	90	120
Total Pay per Lesson	\$18.00	\$22.00	\$26.00	\$35.00	\$46.00

Instructors are paid for the time they are teaching, according to the customer's registration form. Lessons times are as short as 30 minutes and can go up to 2 hours or longer for back to back lessons or semi-private lesson registered for as a "group."

-  You are expected to arrive at a lesson location at least 5 minutes early, this is not included in the lesson time.
-  If a client asks you to stay longer than your booked time tell them to call our customer service department to book additional time for their remaining lessons. Do not stay longer than indicated in the registration without our go ahead.  
**You are responsible for time keeping.**

It is recommended to spend about 5 minutes conversing with parents after a lesson. This should not cut into lesson time and is not added to your timesheet.

### Bonus Opportunities

**Completion Bonus** – We offer completion bonus for certain packages (amount vary)

**\$10** – Reorder bonus

**\$10** – Social Media review

**\$10** – If client refers a friend to be taught by you



## Liability Insurance:

All contractors are covered by our company's liability policy for pool management and swim lessons while performing assigned duties with our clients.

## Working for other Companies:

You are an independent contractor of Sunsational Swim School and are free to work for any other swim school company while contracting with us.

### Non-Compete:

You are not permitted to take any of Sunsational Swim School's clients or referrals as your own.

If you are found attempting to solicit or sell clients (or client referrals) for your own instructor service you will be in breach of contract and subject to liquidated damages in the amount of \$5,000 for each such instance.

## Being On-Time:

Early is on time: On time is late: Late is unacceptable



It is important to respect the time of customer, and expect respect in return. Please arrive to the lesson location at least 5 minutes prior to the scheduled lesson time and to a lifeguard gig at least 15 minutes early.



Excessive tardiest will result in a 50% pay fine for each lesson you were late to and you will be removed from our contractor list.



GPS can be unpredictable and service is unreliable in areas. Be prepared, ask the customer for specific directions and instructions and have a back up plan for directions at least the first time to a new place.



Allow enough travel time for traffic and call the client if you are running a few minutes

## Taxes:

- As an independent contractor Sunsational will not withhold any taxes from your pay.
- If you earn more than \$600.00 in one year, you will receive a W9 & 1099 Form. You are responsible for
- paying your own taxes at the end of the year and claiming all tax-deductible business expenses. Please contact a licensed tax advisor for further advice.

More information can be found here: [http://payroll.intuit.com/support/kb/2001238.html?cid=1099\\_em](http://payroll.intuit.com/support/kb/2001238.html?cid=1099_em)  
or on the IRS website: [http://www.irs.gov/pub/irs-utl/td\\_9496\\_final\\_reg.pdf](http://www.irs.gov/pub/irs-utl/td_9496_final_reg.pdf)

## Swim Attire



- ☀️ Functionally and appropriateness is most important.
- ☀️ Keep in mind some of our customers may be more conservative than others.
- ☀️ Please cover extensive tattoos and conceal or remove body and facial piercings.

## Instructors



### Women:

Competitive style one-piece swimsuit or modest bottoms and a rash guard top.



### Men:

Swim trunks and a rash guard top.



# Reschedules and Cancelations



## Contractors:

✖ Last minute Instructor cancelations are not permitted.

- If you have a preplanned or extended vacation or obligation, please avoid accepting contracts that will conflict.
- If unavoidable, please take the initiative to notify your student via phone and e-mail to limit their inconvenience.
- Contact [office@sunsationalswimschool.com](mailto:office@sunsationalswimschool.com) ASAP.
- Unexcused cancelations could result in a pay fine or contract termination.

2 weeks notice is required for the cancelation of any booked lessons or gig.

## Swim Lessons Customers:

- ✗ Customers are required to give 24-hour notice to re-schedule a cancelled lesson.
- ✗ A maximum of 2 lessons, [per lesson package](#), can be made up.
- ✗ Without 24-hour notice:
  - You can choose to make up the lesson for the customer at full pay [or](#) the customer will forfeit the lesson time and you will list the lesson on your timesheet at 25% pay.
- ✗ [If weather related](#): Lessons may be rescheduled, we request at least 3 hours notice.




Bad weather includes: cold & rainy conditions, lightning, and/or dangerous, or extreme conditions.

- ✗ [Group Lessons](#): A “Group” refers to students who have [registered together for a specific location and availability](#) (specified on the customer registration form)
  - This may include a combination of private and semi-private lessons.
  - If one or more student(s) are absent from a lesson the lesson time is forfeited for the absent student and the other student(s) may use the additional lesson time for their lesson that day.
  - Reschedules are not allowed for individuals in group lessons unless the entire group decides to reschedule the lesson that day and does so within our lesson make-up policy.

It is your responsibility to advise customer with their best interest in mind, as a cancelation could void a “12 Lesson Guarantee.”

# "12 Lessons Learn to Swim Guarantee"

 The guarantee states that after the instructor drops the child into the pool, the child will be able to...



**TURN** around in the water.



**KICK** up to the surface and back to the wall with their face in the water.



**GRAB** onto the edge after an instructor drop into a body of water.



Many children are not willing to jump into the water, so we use a "drop test". This ensures that the child knows the skills in the case of a fall.



If the child has not accomplished these skills by the time the 12 private swim lessons are complete then the subsequent lessons are free to the client, for just that child, until they have accomplished the skills mentioned above.



- Accomplishing these skills is required for a package to be "complete"
- There is a maximum of 4 free, additional lessons.

## In the case additional lessons are required:

- The instructor is paid **50%** of the normal pay rate for all additional lessons needed.
- Email [office@sunsationalswimschool.com](mailto:office@sunsationalswimschool.com) after the 8th or 9th lesson in the series if you believe a child will require additional lessons.
- **Please refrain from scheduling additional lessons without consulting with us first**

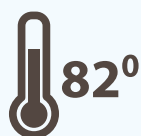
## Student requirements for the “12 Lesson Learn to Swim Guarantee”



In the event that any of the following conditions are not met, it is your responsibility to notify Sunsational at [office@sunsationalswimschool.com](mailto:office@sunsationalswimschool.com) ASAP to avoid confusion.



Must be 3 years of age or older.



Pool must be at least 82 degrees for all lessons.



Private lessons only (Most customers register for 30 minute lessons, 45 and 60 minutes per lesson qualifies as well).



The child must be in the pool for the entire duration of the lesson, for all 12 lessons.



Lessons must be at least 3 times per week, with no more than 1 vacation.



# The Sunsational Way



## Instructor

Lessons times are as short as 30 minutes and can go up to 2 hours or longer for back to back lessons or semi-private lesson registered for as a “group”

## Swim Lessons Customers

If a parent request you to stay longer then what they registered for have them contact our customer service department. Do not teach longer lessons unless you got our go ahead.

## Being On-Time

All contractors are covered by our company’s liability policy for pool management and swim lesons while performing assigned duties with our clients.

## Liability Insurance

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## Client Information

All client lists are agreed to be the exclusive property of Sunsational Swim School. Such lists are proprietary and confidential.

