



**Water Safety Consulting
& Pool Management, LLC**

815 West Joppa Rd Towson, MD 21204 Phone: 908-216-8669 Email: watersafetyconsulting@yahoo.com

FAQ's In-Person Certification Course:

(MUST reside in Maryland, Northern Virginia, or Washington D.C. to register for these courses.)

- **What to Bring?** Bathing suit, towel, sunglasses, warm dry change of clothes, sunscreen, food and a drink.
- **What Paperwork do I Need?** A government and/or school issued photo ID. If you are under 18 years of age, you will also need to bring a signed (by parent or legal guardian) copy of the permission and release form.
- **When is Payment Due?** All tuition and fees must be paid in full prior to the start of any certification course. Without payment or proper payment arrangements, you may not participate in any certification course. Businesses with established up-to-date accounts may choose to be billed.
- **What if we have Bad Weather on Day of Class?** Courses will only be rescheduled if it is forecasted to storm (thunder and lightning). We do not cancel because of rain.
- **How do I Find Out all of the Dates, Times, Locations of my Class?** A member of the Water Safety Consulting & Pool Management team will send you an email within 48 hours of your registration. In this email you will find: the date(s) of your session(s); the time(s) of each session; the location of each session (address and facility phone number); and your Instructor's name and contact information.
- **What if I Need to Cancel?** If you need to cancel your scheduled certification course, you must notify your Instructor via email 48 hours or more prior to the assessment. You are responsible to confirm that your in-person training instructor has received your cancellation notice. Therefore, it is advised that you also telephone your Instructor to confirm that he/she received your cancellation email. Failure to provide at least 48 hours will result in a cancellation fee of \$50.

"Ensuring Safety; Providing High Levels of Customer Service; Maintaining Facility Quality"