

SWIM LESSON FAQ'S

Q. I'm not sure which level to register my child, what should I do?

A: Please contact the Aquatics Manager (swim lessons) and we will be happy to set up a swim evaluation for your child.

Q: Can I transfer to another class on another day?

A: If there is space available in the class you are looking to transfer to, yes!

Q: Do you offer make up classes?

A: Unfortunately, we are unable to accommodate for make-up lessons because we want to create consistency for our participants. While we may have another class running of the same level on a different day, our instructors teach at the pace of their participants so they may be focusing on different skills than another class.

Q. We will be going on vacation for 4 weeks, can we get a refund for the classes we missed?

A. Per Policy, we only offer refunds when there is a legitimate medical concern, and must be accompanied by a doctor's note. We do not offer refunds due to vacation, scheduling conflict or disinterest.

Q: Can my child "try out" a class before signing up for swimming lessons?

A: Unfortunately, no. We do need all participants registered prior to beginning class.

Q. The class I want is full; can I just register my child for the next level?

A: Please place your child on the waitlist and we will do our best to accommodate you.

Q: What happens if my child starts and then needs to be moved up (or down) to another level?

A: We will do our very best to accommodate them in the correct level for their ability. If you are unsure of the level your child should be registered for we can set-up an evaluation with an instructor or deck supervisor. Please email the Aquatics Manager to set-up a time.

Q: If I'm registering after the first day of the session, will my registration fee be prorated?

A: We prorate classes after the first 2 full weeks of the session. The registration fee will automatically be prorated when you register.

Q: Can I stay on the pool deck during my child's swim lesson?

A: For Safety reasons, we ask that you watch your child's swim lesson from the balcony located above the 4 lane pool or the bleachers in the 6 lane pool.

Q. How do I obtain my child's swim certificate if we miss the last class?

A. Please see the deck supervisor, we keep all certificates on file through the following session.

Q. Are swim diapers required for infants?

A. We require that all children, who are not potty-trained, wear a **rubber** swim diaper. **Rubber** swim diapers are available for purchase at the front desk for your convenience.

Q. Are Swim Caps and goggles required?

A. Swim Caps are not required, but we do ask that your child's hair is pulled back and secured by a hair tie. Participants are not required to wear goggles, but we strongly recommend the use of goggles as your child progresses through our program.