



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# SWIM LESSONS

## FAQ

### UPCOMING CHANGES

Starting with the 2019–2020 school year, McGaw will transition to a swim program that will eliminate the three individual seasonal sessions (fall, winter and spring) and combine them to provide a full school year program. The summer session will remain independent and require additional registration and payment.

### HOW DO I REGISTER FOR SWIM LESSON?

You will be able to view the schedule online by searching for your child's level at [www.mcgawymca.org/swim](http://www.mcgawymca.org/swim). Choose the day and time that works for your family and complete the registration process either online or by visiting the Front Desk. Once you have registered, your child will stay registered until May 31, 2020, or until you notify us in writing 30 days before you choose to stop lessons. Upon initial registration for lessons, participants will not be allowed to cancel until after the first three months.

### HOW WILL I PAY FOR LESSONS?

This new registration format will use eight monthly bank drafts to charge participants and will require registration only once, at the start of the new school year. These bank drafts will take place on the 1st of every month, starting on October 1st and ending on May 1st. For registrations before September 1st, the first month's payment will be made upon registration. Monthly bank drafts begin October 1st. The summer session will remain independent and require a separate registration and one-time fee.

### HOW MANY WEEKS WILL THE SCHOOL YEAR LESSONS RUN?

The 2019–2020 school year lesson track will run for 35 weeks. We will begin lessons on Monday, September 9, 2019 and conclude our school year session on Sunday, May 31, 2020. There will be one week off from November 24–30 and two weeks off from December 23–January 5.

### WHAT IF I JOIN IN THE MIDDLE OF THE MONTH?

You can join lessons any time. Your initial payment will be for a full month, regardless of when you join. Your first regularly drafted payment (first monthly payment) will be prorated to account for any passed classes in the first month.

### DO YOU OFFER REFUNDS IF MY CHILD DOES NOT WANT TO PARTICIPATE IN LESSONS?

We work hard to make sure every swimmer is comfortable in lessons. If it still seems like not the right time for lessons, you can end lessons by letting us know in writing or email 30 days before you would like to end. For example, if you wish to end lessons at the end of February, notify us in writing by the end of January.

### WHAT IF I WANT TO ONLY PARTICIPATE FOR A FEW MONTHS?

After the initial three-month period, you can stop at the end of any month, when you request to cancel 30 days prior. For example, if you wish to end lessons at the end of February, notify us in writing by the end of January.



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## **WILL MAKE-UP CLASS BE OFFERED IF I AM UNABLE TO ATTEND?**

Yes! Let us know in writing or email before your scheduled class that you will miss. You will be able to reschedule it during another class that has space available. One make-up lesson per month is allowed.

## **WILL THERE STILL BE "INTENSIVE" LESSONS?**

Yes! Just register for a second class at the day and time that fits your schedule. Now every class can be an intensive lesson!

## **HOW DO I CHANGE THE DATE AND TIME OF MY LESSONS?**

We can change your lesson day and time, as long as there is space available in the class you would like to join.

## **HOW DO I KNOW MY CHILD'S SWIM LESSON LEVEL?**

Once your child is enrolled in lessons, we will track their level. Let us know if you need a reminder. If your child is new to our program or hasn't been in lessons for a while, we can evaluate your child's swimming and let you know the best level for them. Give us a call and we will set up an evaluation!

## **HOW WILL MY CHILD'S PROGRESS BE TRACKED?**

Similar to our current programming, you will receive a certificate of achievement which will detail the skills that your child has mastered and those which may need additional practice before they are able to move into the next level. Certificates and level promotions will be given out every two months.

## **HOW DO I CANCEL MY CHILD'S SWIM LESSONS?**

You can end lessons by letting us know in writing or email us 30 days before you would like to end. For example, if you wish to stop lessons at the end of February, notify us in writing by the end of January. To help us improve quality of service, please share with us a detailed reason for cancellation.

## **WHAT HAPPENS IF I WANT TO CANCEL MY MCGAW YMCA MEMBERSHIP BUT REMAIN IN SWIM LESSONS?**

Your slot in lessons is yours until you cancel swim lessons directly with the Aquatics staff. When you cancel your McGaw YMCA Membership, your monthly bank draft will automatically increase to the non-member rate.