



Swim Lesson Frequently Asked Questions

Tips

- Please apply sunscreen on your child prior to arriving at the pool so it has time to soak into the skin. If it is applied when entering the pool, it can be rubbed off the skin and can be washed off in the pool water.
- Babies or potty training swimmers need to wear a swimming diaper while in the pool.
- Please make sure swimmers use the bathroom before the start of their swim lesson.
- Please bring a water bottle and small snack for after the lesson.
- Please do not take lesson time to visit with the swim instructor, as this can affect appointment times for the next lessons. Our swim instructors are committed to their swimmers to provide safe and quality lessons free of any type of distractions.

FAQ

Q: *Can I be in the pool during the lessons?*

A: The pool is used strictly for swimming lessons during session times with the exception of a lap lane that is always open for member use for lap swimming only.

Q: *Can I be by the pool/in the pool area during the lessons?*

A: Yes, You know your child better than anyone, and if you feel they would learn better with you close by, then please feel free to remain outside. However, please keep in mind that if your presence causes a disturbance, the instructors may ask you to leave the area. We are here to teach your child without distractions. The instructor must have full attention of your child; therefore we ask that there is no interaction with your child during the lesson. Please take your child to the restroom just prior to the lesson to avoid this interruption during their lesson. The appropriate place for children to use the restroom is in the same sex locker room, escorted by the parent. If this is not possible then the parent should take the child to the family bathroom near the front desk.

Q: *What happens if it rains?*

A: Swim lessons can still occur during rain, as long as there is no lightning within a 10 mile radius of the facility, and the bottom of the pool is still visible. The pool and pool area must be evacuated at the first sign of lightning or thunder. Make-up lessons due to bad weather are determined by the gym and will be rescheduled by the instructor or management.

Q: *What if my child gets sick and misses a lesson?*

A: If you have a lesson scheduled, it can be rescheduled as you and the swim instructor sees fit. Three criteria must be met in order to have a lesson. 1. You/swimmer have to be available. 2. The instructor has to be available 3. Pool has to be available.

Q: *What if I cannot attend a lesson as scheduled?*

A: We do have a 24 hour cancellation policy on all scheduled swim lessons. If a lesson needs to be rescheduled because you cannot attend, call the gym outside of that 24 hour window or you may be charged for the lesson. If a lesson is not canceled or rescheduled and the swimmer is a 'No call, no show' (doesn't show up and does not call to inform the instructor they cannot make it), the lesson will be forfeited and decremented from the purchased package.

Q: *How will I know if the pool is closed or my lesson needs to be rescheduled?*

A: We use an app called Remind to help keep parents/guardians informed if there is a pool closure due to weather or maintenance. A message will be sent through the Remind app first (to your chosen form of communication [text or email]) and then the instructor or manager will follow up with a phone call.

Q: *Can my child swim outside of lesson time?*

A: The swim lesson fee only covers the lesson itself, a day pass can be purchased for \$8 (plus tax) for additional practice time with a parent/guardian. The pool is not recreational, it is for swim workouts and practice.

Q: *Can I eat, drink, or smoke by the pool?*

A: Food, drinks, and tobacco of any kind are prohibited in or by the pool at all times. Plastic water bottles will be permitted. (Water only, no juice, soda, or alcohol)