

Swim Lesson Etiquette

Our policies are designed to ensure that we give each swim lesson participant personalized attention. Our services are scheduled by appointments only to accommodate your busy lifestyles. Please arrive 10 to 15 minutes early for your first scheduled lesson.

You must provide your own towel(s). Goggles may be purchased at the front desk if you do not have your own. Ask the instructor which pair would be best suited for your child. Swimsuits are required. If the child is not potty trained, they must wear a swim diaper under their swimsuit.

All private lessons should be completed within a six-week time frame. After that, any lessons that have not been performed will be forfeited. If you are late for your scheduled appointment, you are welcome to receive whatever time is left for your appointment. No additional time will be added or rescheduled.

If you do not attend your scheduled appointment without any notification, the instructor will not reschedule the lesson. Please contact your instructor within 4 to 6 hours prior to your appointment if you need to cancel the lesson due to illness or an emergency. Some of our instructors live out of town or have other part time jobs. Ask your instructor for their contact information so you will be able to get in touch with them by way of text, phone or leaving a voice message. We understand emergencies/sickness can happen.

We will reschedule lessons if it is the fault of the instructor or facility that lessons had to be cancelled. The instructor will also do their best to notify you in plenty of time for you to make any necessary arrangements and a time to make up the class.

Once the adolescent participant is through with their class, they are not to remain in the water. Their siblings are not to be in the water during swimming lessons.

I understand that I will not be allowed to sit at the pool deck level where my swimmer is located. We ask that all parents to remain in the lobby area or parents may drop off and pick up child in the lobby. If you have a medical diagnosed child, if notified, arrangements will be made in advance prior to arrival.

We strive to provide enjoyable swim lessons while teaching the participant how to swim to the best of their ability during their allotted number of swim lessons. We also provide them as much information about water safety in and around the pool while they are here.

Signature_____

Date_____