



Welcome to YMCA Swim Lessons!

We know you have many options in choosing a Swim Lesson program and we are glad you have chosen the YMCA!

Here is some information that you might like to know about our program here...

- o All classes will be 45 minutes in length unless otherwise noted. If the class does not have the maximum number of participants, we will shorten the length of time each day. If a class has only 1 or 2 participants, we will give 3 private or 4 semi-private lessons.
- o We will give a final completion certificate at the end of the class which will inform you of the skills that your child has learned. It will also suggest the level that they should be enrolled in for the next session.
- o We ask that you complete an evaluation form for your swim instructor at the end of the session. This helps us continue to improve so that we can better serve you!

Here are a few guidelines that we ask you to follow when participating in our aquatic programs:

- o Any babies or children that are not potty-trained (or those that are learning but that might have an occasional accident) must be wearing a swim diaper along with plastic or rubber pants on top of the diaper to ensure that no accidents happen.
- o All swim lessons must be paid for at the time of scheduling.
- o Private and Semi-Private swim lessons must be scheduled 24 hours in advance.

Thank you for participating in YMCA Swim Lessons! We are excited to be a part of this special time in your child's life as they are learning to swim. We hope you have a wonderful experience!

Cancellation Policy

- If a Private or Semi-Private swim lesson must be cancelled or rescheduled due to an instructor's sickness or a pool closure for any reason (i.e. thunder and lightening or fecal contamination) the member will be notified with a phone call and the lesson will be rescheduled.
- If a member needs to cancel or reschedule a Private or Semi-Private swim lesson, they must notify the YMCA at least 24 hours in advance for any reason other than an emergency in order to receive a refund or apply the payment to another lesson. For any cancellations or schedule changes within 24 hours of the scheduled lesson, the payment for that lesson will be lost and the member will be required to pay for the new lesson that is scheduled.
- The pool must close for at least 30 minutes after the last sign of thunder and lightening. If the pool is closed at least one hour before a group lesson, the lesson will be rescheduled. The make-up day for group lessons will be Friday of the same week at the same time that the lesson usually meets. If more than one day of lessons are cancelled in a week, we will reschedule the other class for a later date. If you are unsure if the pool is closed or not, please call us at 646-9622 to find out if the lesson will be held.

Though we try to offer a variety of days and times available for different swim class levels, we understand that we cannot accommodate everyone's schedule. If something comes up after a session has started that will conflict with the swim lessons that a member has registered and paid for, we are unfortunately unable to refund the money or split the session in half and allow that child to "make-up" classes in another session as this conflicts with the maximum capacity of those classes. Aside from any unavoidable pool closures, we will be adhering to the swim lesson schedule as stated on our flyer.

Thank you for being a part of YMCA Aquatics!