

## **Parent/Participant Private and Semi-Private Swim Lessons Policies**

All packages must be purchased in the Aquatic and Fitness Center business office M-F 8a-5:30 p.m.

Within 10 business days, your instructor will contact you directly to schedule your lesson(s) at a mutually agreed upon time.

Lessons may only be scheduled during regular open recreation swim times and only with authorized instructors.

To cancel a lesson, you must contact your instructor directly with 24 hours advance notice, unless an emergency. Lessons canceled with less than 24 hours notice will be counted as used lessons.

Your lesson(s) must be completed during the term in which it is purchased.

Participant(s) meet your instructor at the front kiosk at the AFC at least 5 minutes prior to the scheduled lesson time in order to have time for changing and preparation for class.

Please be prepared to be in the pool during the first lesson. Goggles and swim caps recommended but not required. Long hair should be tied back or put into a swim cap during lessons.

Arrive on time to your scheduled lesson. Instructors will only wait 10 minutes for late arrivals. After 10 minutes, the lesson will be determined a "no show" and counted as a used lesson.

Lessons are 30 minutes in duration.

Lessons are nonrefundable and nontransferable unless a lesson is cancelled due to facility closure due to unforeseen circumstances.

Semi-private lessons are defined as two people of similar skill level. Prior to registration for semi-private lessons a prearranged pair must be established. The registration will not be assigned to an instructor until both participants have registered and paid.

If one individual in a semi-private pair misses a lesson it cannot be made up individually and will count as a used lesson.

Parking restrictions around the AFC are lifted after 5pm weekdays and on weekends except for spaces marked 24-hours. From 7:30am-5:00pm, weekdays, participants should pay for parking at the meter located in the lobby of the AFC.

Personal flotation devices are prohibited during all swim lessons, except those provided by the instructor.