



## CIRCLE C AQUATICS PROGRAM POLICIES



### PRIVATE & SEMI-PRIVATE SWIM LESSONS

- ⓐ In order to register for this program, a Resident/Non-Resident Information Form must be submitted and on file with Circle C Aquatics.
- ⓐ All participants must abide by the Pool Standards, Policies, and Rules.
- ⓐ Lessons will be held in Lanes 1 and 2 at the instructor's discretion. Participants should bring goggles, sunblock, and a towel to each Lesson.
- ⓐ Participants must check-in **by name** with the Front Desk Attendant upon arrival at the facility. Program participants **should not** swipe their Aquatics ID Card when visiting the facility for program use. Participants should arrive 5-10 minutes before the start of Lesson.
- ⓐ Participants must sign the Daily Covid Waiver before each lesson.
- ⓐ The Front Desk Attendant can assist program participants with any questions upon check-in.
- ⓐ Unused Lessons expire **12 months** after date of purchase.
- ⓐ All Lessons are booked and canceled through the Front Desk by email ([customerservice@ccswim.net](mailto:customerservice@ccswim.net)) or phone (512-288-6057)
- ⓐ Lessons must be booked twelve (12) or more hours in advanced.

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#### Lesson Cancellations

- ⓐ Lessons may be cancelled or delayed by Circle C Aquatics due to weather, contamination, mechanical failure, instructor illness or facility incidents.
- ⓐ Lessons cancelled by Circle C Aquatics within the first fifteen (15) minutes of the lesson time, the lesson will be rescheduled. If a lesson is cancelled by Circle C Aquatics after the first fifteen (15) minutes, the lesson is considered complete and will not be rescheduled.
- ⓐ There are no make-up Lessons for Lessons missed by participants, unless the Lesson is cancelled by Circle C Aquatics.
- ⓐ Please arrive on time; a ten (10) minute grace period will be given. The lesson is forfeited if the participant does not arrive within ten (10) minutes of the lesson start time.
- ⓐ Switching instructors in the middle of a package of private lessons is permitted at the discretion of the Program Coordinator and Aquatics Director.
- ⓐ A doctor's note must be provided for eligibility for re-scheduling a missed lesson.
- ⓐ Cancellations must happen online, via FullSlate, twelve (12) or more hours in advanced to be eligible for rescheduling.

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#### Refunds

- ⓐ Used Lessons from lesson packages cannot be refunded. Unused Lessons will be refunded as system credit.
- ⓐ Missed Lessons will not be refunded.
- ⓐ Contact the Head Swim Instructor at [lessons@ccswim.net](mailto:lessons@ccswim.net) for more information on swim lessons & registration.