



## CIRCLE C AQUATICS PROGRAM POLICIES GROUP SWIM LESSONS



- Ⓢ In order to register for this program, a Pool Tag Form or Guest Information Form must be submitted and on file with Circle C Aquatics.
- Ⓢ Registration closes the Friday before the start of a session. No late registration will be accepted.
- Ⓢ There are no evaluations required; however, there are **age restrictions and prerequisites for each level**. Before registering for a course, participants must read through the prerequisites for that level to ensure the participant meets the prerequisites for that level.
- Ⓢ Group Lesson registration is done online through your pool account or at the front desk at the Swim Center.
- Ⓢ If participant is unable to meet the prerequisite for a level on the first day, Circle C Aquatics will do our best to get the participant into the correct level. If the correct level is full (morning and afternoon), a credit will be put on the participants account to use on another session. This credit can only be used for Group Lessons, no exceptions.
- Ⓢ All participants must abide by the Pool Standards, Policies, and Rules.
- Ⓢ Participants must check-in **by name** with the Front Desk Attendant upon arrival at the facility. Resident participants **should** swipe their Pool ID when visiting the facility for program use. Participants should arrive 5-10 minutes before the start of Class.
- Ⓢ The Front Desk Attendant can assist program participants with any questions upon check-in. Instructors will have 5 minutes after each class to answer any participant questions.

### Class Cancellations

- Ⓢ Classes may be cancelled or delayed by Circle C Aquatics due to weather, contamination, mechanical failure, instructor illness or facility incidents.
- Ⓢ Make-up sessions for Classes cancelled by Circle C Aquatics will be held on the Saturday following the cancelled Class at the same time of day as the original Class unless otherwise specified by the instructor.
- Ⓢ If more than one Class is cancelled during the week, the second make up session will be held the Sunday following the cancelled Class. There will be no make-up sessions other than the Saturday and/or Sunday following the cancelled Class(es).
- Ⓢ There are no make-up sessions for Classes missed by participants unless the Class is cancelled by Circle C Aquatics.
- Ⓢ If a class is canceled within the first 15 minutes of the class time, the class will be rescheduled. If a class is canceled after the first 15 minutes, it is considered a completed lesson and will not be made up.

### Refunds

- Ⓢ A 100% system credit will be issued if Circle C Aquatics receives cancellation notice from the registrant before the first day of the session.
  - Ⓢ A 50% system credit will be issued if Circle C Aquatics receives cancellation notice from the registrant by the second day of the session.
  - Ⓢ A 100% refund will be issued if an entire session is canceled by Circle C Aquatics.
  - Ⓢ **All refunds will be in the form of a system credit unless otherwise specified.**
  - Ⓢ Refunds after the second day of the session will only be approved with physicians notice and approval from the Program Coordinator or Aquatics Director.
- Ⓢ Contact [coordinator@ccswim.net](mailto:coordinator@ccswim.net) for more information on swim lessons & registration.