



CIRCLE C AQUATICS PROGRAM POLICIES PRIVATE SWIM LESSONS



Private lessons are for children 3 years and older. Lessons cannot be purchased or scheduled for a child until their 3rd birthday.

Each private lesson is 30 minutes in duration.

All participants and spectators must abide by the Pool Standards, Policies, and Rules.

Registration and Purchasing

- In order to register for this program, a Pool Tag Form or Guest Registration Form must be submitted and on file with Circle C Aquatics.
 - Lessons must be purchased before they can be scheduled. All Lessons are purchased through the Front Desk by email (customerservice@ccswim.net), phone (512-363-5578), or in person at the Swim Center Pool.
 - Lessons are purchased for a Basic, Premium, or Elite instructor and must be booked with an instructor of that same level. Instructor descriptions can be found on the Private Lessons page on Circle C Aquatics website. Availability varies by season and instructor level.
 - Lessons may be purchased in packages of multiple lessons at a discounted rate. Pricing can be on the Private Lessons page on Circle C Aquatics website. Lesson packages cannot be split between multiple participants.
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Scheduling

- All lessons are scheduled through the Front Desk by email (customerservice@ccswim.net), phone (512-363-5578), or in person at the Swim Center (5919 La Crosse Avenue).
 - Unused lessons expire **12 months** after the date of purchase.
 - Lessons must be scheduled for the participant that they were purchased for. Lessons cannot be transferred between members or used for a different member than who they were purchased for.
 - Lesson packages must be scheduled in their entirety before lessons from another package of a different level may be purchased and scheduled.
 - Switching instructor levels in the middle of a package of private lessons is permitted at the discretion of the Program Coordinator and Aquatics Director. Requests must be made over email to coordinator@ccswim.net.
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Arrival and Check-In

- Participants should arrive 10 minutes before the start time of their lesson. Participants should bring goggles, a towel, sunscreen, and water.
- Lesson participants 13 and younger must have a parent or guardian age 18 or older in the facility at all times.
- Parents are not permitted to accompany their swimmer in the water during lessons. Only registered participants of the lesson may be in the water for the lesson.
- Participants must check-in with the Front Desk by giving their name and telling the attendant they are here for a private lesson. Resident program participants **should** additionally swipe their Pool Tag to check in.
- Any spectators or visitors of the lesson must have a Pool Tag Form or Guest Registration Form submitted and on file with Circle C Aquatics prior to entering the facility.

Lesson Cancellations

- A ten (10) minute grace period will be given for each lesson. If the participant does not arrive within ten (10) minutes of the lesson start time, the lesson is forfeited and cannot be rescheduled.
- Cancellations must be made twelve (12) or more hours in advance to be eligible for rescheduling. If a lesson is canceled less than twelve (12) hours in advance, the lesson is forfeited and cannot be rescheduled.
- A doctor's note must be provided for eligibility for rescheduling a missed lesson. Doctor's notes must be emailed to coordinator@ccswim.net.
- Cancellations must be made through the Front Desk by email (customerservice@ccswim.net) and should include the participant's name, the date, and the time of the lesson. *No cancellations may be made over the phone.*
- Lessons missed by participants cannot be rescheduled and no make-up sessions will be offered. Lessons may only be rescheduled if the lesson is canceled by Circle C Aquatics.
- Lessons may be canceled by Circle C Aquatics due to weather, contamination, mechanical failure, instructor illness or facility incidents.
- If a lesson is canceled by Circle C Aquatics within the first fifteen (15) minutes of the lesson time or before the start time of the lesson, the lesson may be rescheduled. If a lesson is canceled by Circle C Aquatics after the first fifteen (15) minutes, the lesson is considered complete and will not be rescheduled.

Refunds

- Used/scheduled lessons cannot be refunded. Missed lessons or lessons left unused/unscheduled more than 12 months after the purchase date are not able to be refunded.
- Unused/unscheduled lessons can only be refunded as system credit to be used on future lessons. Any requests for refunds must be made over email to coordinator@ccswim.net.

Any questions about Private Lessons can be directed to customerservice@ccswim.net.