



CIRCLE C AQUATICS PROGRAM POLICIES GROUP SWIM LESSONS



Registration

- Ⓒ In order to register for this program, a Pool Tag Form or Guest Registration Form must be on file with Circle C Aquatics.
- Ⓒ There are no skill evaluations offered by staff or instructors prior to registration. However, there are **age restrictions and prerequisites for each level**. Parents are responsible for reading through the prerequisites for that level and evaluating their swimmer to ensure their participant meets the prerequisites for that level.
- Ⓒ Registration is done online by participants through their Pool Account. Instructions on how to log into your Pool Account as well as a walkthrough for registration can be found on the Group Lessons page on the Circle C Aquatics website.
- Ⓒ Registration closes the Friday before the start of a session at 7:45pm. No late registration will be accepted.
- Ⓒ Participants must attend the first day of class. Instructors will check required prerequisites in the first 10 minutes on the first day to ensure that every student is in the correct class. Students who miss the first class day will not be permitted to continue the class and forfeit their spot in the class. No refunds will be issued for participants that miss the first class day.
- Ⓒ If a participant is unable to meet the prerequisites for a level on the first day, parents should speak with the Front Desk; Circle C Aquatics will do our best to get the participant into the correct level. If classes of the correct level are full, a credit will be put on the participants account to use on another Group Lesson session. This credit can only be used for Group Lessons, no exceptions.

Arrival and Check-In

- Ⓒ Participants should arrive 10 minutes before the start time of their class. Participants should bring goggles, a towel, sunscreen, and water. Preschool class participants may bring a small pool toy.
- Ⓒ 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 class may be in the water for the class.
- Ⓒ Participants must check-in with the Front Desk by telling the attendant they are here for a Group Lesson, giving their name and the class they are in. Resident program participants **should** additionally swipe their Pool Tag to check in.
- Ⓒ Any spectators or visitors of the class must have a Pool Tag Form or Guest Registration Form submitted and on file with Circle C Aquatics prior to entering the facility.

Class Cancellations

- Ⓒ Classes may be canceled or delayed by Circle C Aquatics due to weather, contamination, mechanical failure, instructor illness or facility incidents. A maximum of two (2) classes per week canceled by Circle C Aquatics per week will have a make-up class offered.
- Ⓒ Make-up sessions for the first class of the week canceled by Circle C Aquatics will be held on the Saturday following the canceled class at the same time as the original class unless otherwise specified by the instructor.
- Ⓒ Make-up sessions for the second class of the week canceled by Circle C Aquatics will be held on the Sunday following the canceled class at the same time as the original class unless otherwise specified by the instructor.
- Ⓒ There will be no make-up sessions offered other than the Saturday and Sunday make-up classes.
- Ⓒ There are no make-up sessions for classes missed by participants unless the class is canceled by Circle C Aquatics.

- Ⓒ If a class is canceled by Circle C Aquatics within the first fifteen (15) minutes of the class time or before the start time of the class, the class will have a make-up offered. If a class is canceled by Circle C Aquatics after the first fifteen (15) minutes, the class is considered complete and will not have a make-up.
-

Withdrawals and Refunds

- Ⓒ All withdrawal and refund requests must be made over email to coordinator@ccswim.net. No refund or withdrawal requests may be made over the phone.
 - Ⓒ No refunds will be issued for participants that miss the first class day.
 - Ⓒ 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 before the second day of the session.
 - Ⓒ No refunds will be given for cancellations made after the second class of the session.
 - Ⓒ A 100% refund will be issued if an entire session is canceled by Circle C Aquatics.
 - Ⓒ No refunds will be given with sessions purchased through the Summer Session Special
 - Ⓒ All refunds will be in the form of a system credit to be used on future Group Lesson sessions. This credit can only be used for Group Lessons, no exceptions.
 - Ⓒ Refunds after the second class of the session will only be approved with a physician's note and approval from the Program Coordinator and Aquatics Director.
-

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