



CIRCLE C AQUATICS PROGRAM POLICIES PRIVATE SWIM LESSONS



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

There are three levels of Private Swim Lessons offered based on the level of Instructor experience. Availability and pricing varies by Instructor and level.

*Full steps for registration can be found on the Private Swim Lessons page of the Circle C Aquatics website. **Parents must follow these steps to register successfully.***

Instructor descriptions and availability, dates, and pricing of sessions can all be found on the Private Swim Lessons Page of the Circle C Aquatics website.

Each private lesson is 30 minutes in duration.

By registering for Private Swim Lessons, participants and their spectators agree to all program policies listed as well as Pool Standards, Policies, and Rules.

Minimum Requirements and Class Conduct

- **Class participants must be able to follow verbal instructions given to them by the Instructor.**
- Instructors are trained to work with young children, however, students with disruptive behavior that causes safety concerns for the Instructor may have their lesson paused until behavior is corrected, at the Instructor's discretion.
- If participant behavior does not improve, the lesson may be ended at the Instructor's discretion. Refunds/system credits will not be provided for lessons that are ended at any time due to participant behavior.

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.
- Private Swim Lessons must be purchased before they can be scheduled. All Private Swim Lessons are purchased through the Front Desk by email (customerservice@ccswim.net), phone (512-363-5578), or in person at the Swim Center Pool. Private Swim Lessons cannot be purchased online through the participant's Pool Account.
- Private Swim Lessons are purchased for a Basic, Premium, or Elite instructor and must be booked with an instructor of that same level. Lesson packages must be scheduled in their entirety before lessons from another package of a different level may be purchased and/or scheduled.
- Private Swim Lessons may be purchased in packages of multiple lessons at a discounted rate. Private Swim Lesson packages cannot be split between multiple participants.

Scheduling

- **Private Swim 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). Private Swim Lessons cannot be scheduled online through the participant's Pool Account.

- Private lessons are scheduled individually by the participant based on instructor availability. *Private lessons are **not automatically booked on a set schedule.***
- Unused Private Swim Lessons expire 12 months after the date of purchase. **Expired Lessons cannot be scheduled or refunded.**
- Private Swim 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.
- **Private Swim Lesson packages must be scheduled in their entirety before lessons of a different level may be purchased and/or scheduled.**
- Private Swim Lessons are purchased for a Basic, Premium, or Elite instructor and must be booked with an instructor of that same level. **Switching instructor levels in the middle of a package is not permitted.**
- Participants are not permitted to schedule multiple Private Swim Lessons on the same day, unless one is scheduled in the morning and the other in the afternoon.
- Participants are not permitted to schedule Private Swim Lessons on the same day as they participate in Group Swim Lessons, unless one is scheduled in the morning and the other in the afternoon.
- **The Aquatics Department reserves the right to limit how many lessons may be purchased/scheduled at a given time.**

Arrival and Check-In

- Private Swim Lesson participants 13 and younger must have a parent or guardian age 18 or older in the facility at all times. **Children ages 13 and younger will not be allowed into the facility without a parent or guardian.**
- 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.
- Participants should arrive 10 minutes before the start time of their lesson. Participants should bring goggles, a towel, sunscreen, and water.
- 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, regardless if prior notice is given by the participant.
- 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 saying their name, that they are here for a Private Swim Lesson, and the level of their Instructor. Resident program participants **should** additionally scan their Pool Tag to check in.
- Upon request, Front Desk Staff can give further instructions on where to find a lesson; Lesson areas may vary day to day. **If a parent is unable to find their child's class, they should return to the Front Desk and ask for assistance.**
- **Pool Hours vary and recreational swim is not offered during every class session, day, or time.** Parents should check the Pool Hours prior to attending lessons to verify if recreational swim will be open before, during, or after the class time. **During lap swim only times, no recreational swimming is permitted.**

Lesson Cancellations

- Cancellations and reschedule requests must be made twelve (12) or more hours in advance to be able to reschedule the lesson. Canceled lessons will be returned to the package to be rescheduled for another date/time with the same level of instructor.
- If a cancellation or reschedule request is made less than twelve (12) hours in advance, the lesson is forfeited and cannot be rescheduled.

- A doctor's note must be provided to reschedule a missed Private Swim Lesson canceled less than twelve (12) hours in advance. Doctor's notes must be emailed to coordinator@ccswim.net.
- Cancelations 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 cancelations may be made over the phone.**
- Lessons may have a delayed start, be ended early, or canceled altogether by Circle C Aquatics due to weather, contamination, mechanical failure, instructor illness, or facility incidents. **Any/all closures, delays, and cancelations will be communicated clearly to parents and participants as far ahead of time as possible.**
- If a lesson has a delayed start, is ended early, or canceled altogether by Circle C Aquatics, and **less than fifteen (15) minutes of the class are able to be completed**, the class is considered incomplete by Circle C Aquatics and **is able to be rescheduled.**
- If a lesson has a delayed start or is ended early by Circle C Aquatics, but **at least fifteen (15) minutes of the class are able to be completed**, the class is considered complete by Circle C Aquatics and **will not be rescheduled.**
- Circle C Aquatics will follow posted closure guidelines for inclement weather. **If inclement weather is forecasted, lessons will remain scheduled as usual until a pool closure occurs.**

Refunds

- All refunds requests must be made over email to coordinator@ccswim.net.
- Used lessons, scheduled lessons, and lessons that were missed by the participant **cannot be refunded or credited.**
- Lessons left unused/unscheduled more than 12 months after the purchase date **cannot be refunded or credited.**
- Packages of multiple lessons can only be refunded **only if the package is completely unused (no lessons have been scheduled.)** The package will be refunded in the form of a system credit only to be used on future Private Swim Lessons for the same participant.
- If a package of multiple lessons is purchased and partially used, the unused lessons **cannot be refunded or credited.**
- System credits cannot be refunded or used retroactively to pay for Private Swim Lessons if a different method of payment has already been used to purchase the Private Swim Lessons.

Communications

- **The primary form of communication is email from customerservice@ccswim.net.** All communication from Circle C Aquatics by default goes to the primary household member's email as it is listed on their Pool Account, given that they are opted in to all communications.
- Time-sensitive messages will be communicated by phone call to the primary household member's phone number as it is listed on their Pool Account.
- **Parents and participants are responsible for keeping up with any and all communications and notifications and should check their emails daily.**

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