



## CIRCLE C AQUATICS PROGRAM POLICIES GROUP SWIM LESSONS



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**Preschool** courses are for children 3-5 years old. Participants must be 3 years old by the first day of the class session.

**Learn to Swim** courses are for ages 6-17. Participants must be 6 years old by the first day of the class session.

There are several levels within each course. Group Swim Lessons are offered during predetermined sessions throughout the season. Within each session, each level has several class offerings at various times of the day.

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**Spring Mini-Sessions** are held for one week. Classes are Monday through Friday for a total of 5 class days.

**Summer Sessions** are held for two weeks. Classes are Tuesday through Friday for a total of 8 class days.

Make-up classes are held on Saturdays. **See Class Cancellations.**

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

**The ratio of students to Instructors, dates, times, and pricing of sessions can all be found on the Group Swim Lessons Page of the Circle C Aquatics website.**

**Instructors may vary day-to-day and class-to-class. The Instructor will not be known until the day of the class. Group Swim Lessons cannot be booked by Instructor.**

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Each Group Lesson class is 25 minutes in duration. Instructors will have 5 minutes after each class to answer any participant questions and speak with parents.

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

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### **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 distractions for other students and safety concerns for the Instructor may be asked to sit out of participating for a designated period of time, **at the Instructor's discretion.** Refunds/system credits will not be provided for the class day if a student is asked to sit out of class.
  - Each level has a set of skills the participants must be able to do on the first day of a session. Parents are responsible for assessing their child's skills and placing them in the appropriate class prior to registration. **See Registration and First Day of Class Prerequisites below.**
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### **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.
- 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, evaluating their swimmer, and registering them in the corresponding 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 Swim Lessons page on the Circle C Aquatics website. **Registration cannot be completed over the phone, over email, or in person.**

- Registration closes the Friday before the start of a session at 7:30pm. No late registration will be accepted.
  - 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.
  - **Participants are not permitted to register for multiple class times or class levels in the same session.** If a participant is registered for multiple classes, the registration completed earlier will be honored and any additional registrations will be canceled.
  - **Parents are responsible for registering their child for the correct course type.** If a participant is registered for the incorrect age group, the participant is subject to withdrawal from the session without advanced notice.
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#### **First Day of Class Prerequisites**

- **Participants must attend the first day of class and arrive on time.** Instructors will check required prerequisites in the first 10 minutes on the first day to ensure that every student is in the correct class level.
  - **There will be no 10-minute grace period offered on the first day of class.** If a participant arrives late on the first day of class, they will be considered absent and forfeit their spot in the 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 or are late.
  - **Parents must stay present at the class site for the first class day.** If the student is unable to complete the prerequisites the parent is responsible for removing/attending to their child.
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#### **Instructor-Determined Class Level Adjustments**

- If a participant is unable to meet the minimum prerequisites for a level on the first day, they will not be permitted to continue the class and must be removed. In this case, 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 or not offered, a system credit will be put on the participants account to use on future Group Swim Lessons. This credit can only be used for Group Swim Lessons for the same participant.
  - If a student is determined by an instructor to be too advanced for a class, they will be allowed to continue the class for the day, however, after the end of class 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 or not offered, parents must contact coordinator@ccswim.net to determine the best course of action before the following class day.
  - Parents are responsible for meeting with the Front Desk after the lesson to adjust their student's class registration.
  - If a child is determined by an instructor to be in the incorrect class level, they will not be permitted to continue the class after the first day and will be withdrawn from the session.
  - Circle C Aquatics must receive written confirmation from the parent confirming adjustments to their student's registration within 12 hours of the end of the first class. Adjustments cannot be made after this point and the student will be withdrawn without being registered for another class.
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#### **Arrival and Check-In**

- **Group 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 class 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 class. Participants should bring goggles, a towel, sunscreen, and water. Preschool class participants may bring a small pool toy.
- A ten (10) minute grace period will be given for the participants of each class. If within ten (10) minutes of the class start time, no participants have arrived for a given class, that class is cancelled and will not have a make-up day, regardless if prior notice is given by the participant(s).

- **The 10 minute grace period does not apply for the first day of class.** Participants must arrive on time to the first class. **If no participants arrive to the first day of a class, the session will be canceled without refund. No exceptions.**
- **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 saying their name, that they are here for a Group Lesson, and the name of their class. 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 class; Class 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 class to verify if recreational swim will be open before, during, or after the class time. **During designated lap swim only times, no recreational swimming is permitted.**

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### **Class Cancellations**

- **There are no make-up sessions offered for classes missed by participants.** Make-up sessions are only offered if the class is canceled by Circle C Aquatics.
- **Participants are only permitted to attend the class offering they are registered for.** If a participant cannot attend class on a given day, they are not permitted to attend a different offering at a different time of day.
- Classes 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 class 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 will have a make-up session offered.**
- **If a class 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 have a make-up session offered.**
- **Class rosters will be finalized at 7:30pm the Friday before the first day of the session.** Classes that have no students registered at this time will be dropped from the schedule for the entire session and will not be available for registration.
- **After the first class day, after all instructor-determined adjustments have been made, classes that have no students remaining will be dropped from the schedule for the entire session.**
- **Classes will not be held on Federal Holidays.** If a Group Lesson class day occurs on a Federal Holiday, the original class time will be cancelled and a make-up time will be offered.
- **A maximum of two (2) classes per week** will have make-up sessions offered. **Make-up sessions will be held on the following Saturday and Sunday at a time decided by Circle C Aquatics.**
- **There will be no make-up sessions offered other than the determined times on Saturday and Sunday.** Participants who are unable to attend make-up sessions forfeit the missed class(es).
- 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.**

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### **Session Withdrawals and Refunds**

- All requests to withdraw from a Group Lesson Session must be made over email to [coordinator@ccswim.net](mailto:coordinator@ccswim.net).
- **No refunds or system credits will be issued for participants that miss or arrive late to the first class day.**
- A 100% system credit will be issued if Circle C Aquatics receives a session withdrawal request from the participant **before the first day of the session.**

- A 50% system credit will be issued if Circle C Aquatics receives a session withdrawal request from the participant before the second day of the session.
  - No refunds or system credits will be issued for withdrawal requests made on or after the second day of the session.
  - A 100% refund will be issued if an entire session is canceled by Circle C Aquatics.
  - All refunds are issued in the form of a system credit unless otherwise specified and may take up to 24 hours to be issued to the student's account.
  - All system credits issued are to be used on future Group Swim Lessons, for the same participant, no exceptions. **System credits cannot be transferred from one person to another.**
  - **System credits cannot be used to pay for Group Swim Lessons through the online registration system.** To use system credits to pay for Group Swim Lessons, participants must email [customerservice@ccswim.net](mailto:customerservice@ccswim.net) and request the credit on their account be used for a class. The Front Desk will register the participant and use the credit.
  - System credits cannot be refunded or used retroactively to pay for Group Swim Lessons if a different method of payment has already been used to purchase the Group Swim Lessons.
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### **Class Transfer Requests**

- Requests to transfer from one class level to another **or** from one time to another at the discretion of the parent or student are only permitted **prior** to the first day of a session.
  - **Requests to transfer classes must be received by 7:30pm the Friday before the start of a session and must be emailed to customerservice@ccswim.net.** No transfer requests will be accepted after this time. No transfer requests will be accepted over the phone or in person.
  - Front Desk will check if there is space available in the desired class and move the student once they receive written confirmation from the parent.
  - If there is no space in the desired class, Front Desk will notify the parent. If the parent wishes to completely withdraw their student for the entire session, they will need to follow the instructions in the **Session Withdrawals and Refunds** section.
  - Class transfer requests are processed in the order they are received and are honored on a first-come-first-served basis. Requests may take up to 24 hours to be processed.
  - Transferring from one class level to another **or** from one time to another **during** the Group Swim Lesson session is not permitted. Transfers must be done prior to the first day of the session.
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### **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.**
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Any questions about Group Swim Lessons can be directed to [customerservice@ccswim.net](mailto:customerservice@ccswim.net).