



CIRCLE C AQUATICS PROGRAM POLICIES GROUP SWIM LESSONS



By registering for Group Swim Lessons, participants and their spectators agree to all program policies and 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.
 - Students with disruptive behavior that causes distractions or safety concerns may be asked to sit out of participating for a designated period of time at the Instructor's discretion. No refunds/system credits are issued if a student is asked to sit out of class.
 - Parents are not permitted to accompany their swimmer in the water during lessons. Siblings and spectators should be seated a reasonable distance away from the class so as to not distract students.
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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.
 - Parents are responsible for reading through the prerequisite skills for each level, evaluating their swimmer, and registering them in the corresponding level. There are no skill evaluations offered by staff prior to registration.
 - Parents are responsible for registering their child for the correct course type. Participants registered for the incorrect age group are subject to withdrawal from the session without advanced notice.
 - Registration is done online by participants through their Pool Account. Instructions on how to log into your Pool Account and register can be found on the Group Swim Lessons page on the Circle C Aquatics website.
 - **The Registration Deadline** is the Friday before the start of a session at 7:30pm. Rosters are finalized at this time and no late registration is accepted.
 - After the Registration Deadline, classes with no students registered are dropped from the schedule for the entire session and are not available for students to move into.
 - 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 may not register for multiple class times or levels in the same session. If a participant is registered for multiple classes, the registration completed earlier is honored. Any additional registrations are canceled.
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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.
- Participants should arrive 10 minutes before the start time of their 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 **must** additionally scan their Pool Tag to check in.
- Class areas may vary. Front Desk Staff can give further instructions on the location of a class upon request.
- 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.
- A ten (10) minute grace period will be given for class participants. If within ten (10) minutes of the class start time, no participants have checked in for a given class, the class is cancelled and will not have a make-up day.

- **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 entire time offering will be canceled without refund.
 - Pool Hours vary and recreational swim is not offered during every class time. During designated lap swim only times, no recreational swimming is permitted. 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.
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First Day of Class Prerequisites

- During the first 10 minutes of the first day of class, instructors will hold Prerequisite Skill Checks to ensure that every student is in the correct class level.
 - Participants must attend the first day of class and arrive on time. There will be no 10-minute grace period offered on the first day of class.
 - Students who miss the first class day or arrive late 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 an instructor determines a student is in the incorrect class level, parents will receive instructions to meet with the Front Desk to adjust their student's registration. Adjustments are made on a first-come-first-served basis.
 - Students unable to meet the minimum prerequisites are not permitted to continue the class and must be removed. Parents should meet with the Front Desk.
 - If the correct class has space available, the Front Desk will transfer the student to the new class.
 - If classes of the correct level are not available, the student may not continue the class. They will be withdrawn and issued a system credit.
 - Students too advanced for a class are allowed to continue the class for the day, however, parents should meet with the Front Desk after the end of class.
 - If the correct class has space available, the Front Desk will transfer the student to the new class.
 - If classes of the correct level are not available, the student may continue the class, or be withdrawn and issued a system credit at the discretion of the parent.
 - The Adjustment Deadline is 7:30pm on the first day of a class session. The Front Desk must receive in person or written confirmation of registration adjustments by this time. Adjustments cannot be made after this point.
 - If no confirmation has been made by this time, the student will be withdrawn from their class and will not be able to register for another class.
 - After the Adjustment Deadline, classes with no students remaining will be dropped from the schedule for the entire session.
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Class Cancellations and Make-Ups

- There are no make-up sessions offered for classes missed by participants.
- Participants are only permitted to attend the class time offering they are registered for. If a participant cannot attend class on a given day, they are not permitted to attend a different time offering.
- Pool closures may occur due to inclement weather, contamination, mechanical failure, instructor illness, or facility incidents. Circle C Aquatics will follow closure guidelines per the Pool Standards, Policies and Rules.
- Cancellations will be communicated to parents as far ahead of time as possible.
- If inclement weather is forecasted, classes will remain scheduled as usual until a pool closure occurs that overlaps with a class time.

- If a closure occurs before a class that causes the pool to be closed at the start time of a class, the class will be cancelled by Circle C Aquatics and will have a make-up day offered.
 - Group Lesson classes will not have delayed starts.
 - If a closure occurs at any point during a class, the class will be ended early by Circle C Aquatics.
 - If a closure occurs within 14 minutes of the start time of a class, the class is considered incomplete and will have a make-up day offered.
 - If a closure occurs 15 minutes or more after the start time of a class, the class is considered complete and will not have a make-up day offered.
 - A maximum of two (2) classes per week will have make-up classes offered. Make-up sessions will be held on the following Saturday and Sunday at a time determined by Circle C Aquatics.
 - There will be no make-up classes offered other than the determined times on Saturday and Sunday. Participants who are unable to attend make-up sessions forfeit the missed class(es).
 - 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.
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Class Transfer Requests

- Requests to move to a different class level, time, or session must be emailed to customerservice@ccswim.net by the Registration Deadline. Adjustments cannot be made after this point.
 - Front Desk will move the student to the desired class once they receive written confirmation from the parent. Class transfer requests are processed on a first-come-first-served basis and may take up to 24 hours.
 - If there is no space in the desired class, parents may request to withdraw their student from the class entirely.
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Withdrawals and Refunds

- Requests to withdraw from a class completely must be emailed to customerservice@ccswim.net.
 - Requests received by the Registration Deadline will be issued a 100% system credit
 - Requests received by the Adjustment Deadline will be issued a 50% system credit
 - No refunds or system credits will be issued for requests made after the Adjustment Deadline or for participants that miss or arrive late to the first class day.
 - 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 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 through the online registration system. To use a system credit, participants must email customerservice@ccswim.net and request the credit on their account be used for a class.
 - 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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Communications

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