



CIRCLE C AQUATICS PROGRAM POLICIES PRIVATE SWIM LESSONS



By registering for Private 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 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 early at the Instructor's discretion. No refunds/system credits are issued for lessons that are ended at any time due to participant behavior.
 - 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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Purchasing and Scheduling

- 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.
 - All Private Swim Lessons are purchased and scheduled through the Front Desk by email, phone, or in person at the Swim Center Pool. Private Swim Lessons must be purchased prior to scheduling.
 - Private Swim Lessons are purchased in packages of 1, 4, or 8 Lessons for a Basic, Premium, or Elite instructor.
 - Lessons must be scheduled with an instructor of the corresponding level. Switching instructor levels in the middle of a package is not permitted.
 - Private Swim Lesson packages cannot be split between multiple participants.
 - Private lessons are scheduled individually by the participant based on instructor availability. Private lessons are not automatically booked on a set schedule.
 - Unused 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.
 - Packages must be scheduled in their entirety before another package of lessons may be purchased or scheduled.
 - Participants are not permitted to schedule multiple Private Swim Lessons on the same day.
 - 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.
 - Instructors for Basic Level Lessons are scheduled on a rotating basis and vary day to day. Basic Lessons are assigned to an instructor the day of the lesson. Basic Level Lessons cannot be booked by Instructor.
 - Circle C Aquatics reserves the right to limit how many lessons may be purchased/scheduled at a given time.
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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.
- Participants should arrive 10 minutes before the start time of their lesson.

- 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 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 **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.
- A ten (10) minute grace period will be given for Lesson participants. If within (10) minutes of the lesson start time, the participant hasn't checked in with the Front Desk, the lesson is forfeited and cannot be rescheduled, regardless if prior notice is given by the participant.
- 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.

Cancellation Policies

- Cancellation and reschedule requests from parents/participants 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.
- Cancellations must be made through the Front Desk by email and include the participant's name, the date, and the time of the lesson. No cancellations may be made over the phone or in person.
- 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.

Cancellations by Circle C Aquatics

- 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 lesson, the lesson will be cancelled by Circle C Aquatics and can be rescheduled.
 - Private Lessons 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 lesson is considered incomplete and can be rescheduled.
 - If a closure occurs 15 minutes or more after the start time of a class, the lesson is considered complete and cannot be rescheduled.
- Private Lesson availability is subject to change and Circle C Aquatics reserves the right to cancel lessons. Staff will contact participants as early as possible to offer alternative availability.

Refunds

- 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.

- Lessons can be refunded only if the package is completely unused (no lessons have been scheduled.)
 - If a package is partially used, the unused lessons cannot be refunded or credited. The remaining lessons must be scheduled and the package completed before additional lessons can be purchased and scheduled.
 - All refunds are issued in the form of a system credit to be used on future Private Swim Lessons for the same participant, no exceptions. System credits cannot be transferred from one person to another.
 - All refund requests must be emailed to coordinator@ccswim.net.
 - 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.
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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 Private Swim Lessons can be directed to customerservice@ccswim.net.