



Swimming Lessons FAQ's

What are the minimum requirements to attend classes?

Private lessons - Ages 3+

All swimmers must be able to follow instructions and behave appropriately. If they are not potty trained, a swim diaper is required.

Age requirements are to ensure the best learning environment for all swimmers and the teachers.

Swimmers who cannot behave appropriately or follow directions may be asked to leave lessons and no refunds will be given.

Can my child wear goggles to lessons?

Unless your child is practicing diving in level 5 or has reached level 6, goggles are not allowed in class.

We understand that many children are used to swimming with goggles and "can't" swim without them; however, that is exactly why we teach with no goggles in class. If your swimmer can not confidently complete all of the level goals without goggles they are not safe swimmers.

In the event of an accident (most people are not wearing goggles) swimmers who have only practiced with goggles on will panic when their bare face is underwater which could end tragically.

Please review the level goals for more information on why it is important to teach without goggles. Prepare your child ahead of time by letting them know they will not be wearing them in class until they reach level 6.

What level should I put my swimmer in?

Please review from level 1 up. Many students can do some of the things in the higher levels but not the things in the lower levels.

If you sign your child up for a lower level and they complete the goals quickly, they will be able to move up the the next level without changing lesson times as the instructors can just continue the lessons moving up.

We understand that some good swimmers might feel upset starting in level 1 because they feel they are higher than that but, if your child can not comfortably swim without goggles please sign them up for a level 1 or 2 based on the goals they can complete.

We now offer lessons up to level 12!

How many kids are in each class?

FOR PRIVATE LESSONS: Classes are one on one meaning your swimmer is the only one in class with their teacher.

How long are lessons?

Private lessons run 20 minutes in length and allow the teacher to completely customize their learning and class structure.

When is level testing?

Because every student progresses at a different rate, swimmers will be "tested" during lesson times when the teacher feels they are ready.

We want students to "pass" the first time, meaning, we don't test them on a certain day, only when they are ready.

What happens if my child tests out higher than the lesson level?

FOR PRIVATE LESSONS: Swimmers are one on one with the teacher allowing them to progress at their own rate. There is no need to switch classes during private lessons as they can move up in levels as often or as slowly as they need.

Can we switch class times?

Classes fill up extremely fast once registration opens. We will do our best to accommodate schedules but switching classes will be very unlikely.

Please be prepared before registration by knowing which level you need to sign up for and select a time that works for you.

In the event that there is an open spot in a class after the session has started, swimmers may be able to switch times depending on class availability.

Where do we go for lessons?

All lessons are held at the William Kelley High School Pool.

The address is: 137 Banks Blvd.

When arriving at the pool, use the **ELEMENTARY Gym entrance**, the far right door toward the playground.

Is my child going to love coming to class?

That depends on your child. Swimming lessons are hard work and it will be much more enjoyable if your child is prepared for classes.

Some children love the water and some are more timid. If your child isn't completely confident in the pool, you may find that certain parts of the lessons become intimidating and they fight with the teacher, cry or even say they do not want to come back to class.

(Especially younger children learning to put their faces in without goggles or during back floats).

Consistency is the key to overcoming their fears and children should be encouraged to try their best and continue lessons even when they are difficult.

Once the swimmer becomes confident with the skills they are learning, they have lots of fun showing all of the new things they can do all by themselves.

Will my child get play time?

The short answer is no. While we like to make the classes enjoyable for swimmers, there is no free time, swimming on pool noodles or jumping into the pool.

During swimming lessons there is very limited time and we encourage children to focus only on the swimming lessons to maximize their learning time to progress as quickly as possible.

If your child wants extra pool time to practice or to have play time, consider bringing them to **open swim**.

Can anyone go to open swim?

Yes! Anyone in our community can come to open swim however, there is a maximum of 30 swimmers in the pool at a time.

What are the cancellation and refund policies?

Cancellation Policy:

Our cancellation policy is that a registration must be canceled before the close date of registration for that session. If a registration is canceled within the open registration period, a full refund will be given. If a registration is canceled after the close date of a session, no refund will be given.

Refund Policy:

Refunds will only be given due to extreme illness or if proper notice is given to cancel. **Partial refunds will not be given due to missed lessons.** This includes if a swimmer cannot make it to class, as well as, if a teacher cannot make it to class.

In the event that a teacher cannot make a class, swimmers may be combined with other classes to allow pool time. If this is not possible, one make up class may be scheduled if the schedule permits. All refunds are minus processing fees.

Where Should I Sit During Lessons?

We understand that it can be difficult to see your children struggle with something. It's even more difficult when they cry or decide not to listen, however, the best thing for them is direction from the teachers.

Our staff is trained to teach children who are scared, mad or excited. Having parents sit in close proximity to the lessons can be very distracting to some children and makes it difficult for teachers to do their jobs.

Unless the teacher asks for your assistance with your child, please refrain from interrupting lessons by trying to help. We ask that parents sit in the waiting area or the bleachers. If your child is screaming or trying to contact you, it may be best to remove yourself from the pool area altogether.

If you have registration questions please contact:

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