

FREQUENTLY ASKED QUESTIONS **REGARDING SUMMER PROGRAM**

When can I register for summer lessons?

Registration for summer lessons will begin on at our house on Wednesday May 16th.

What if we will not be here for registration?

You can send your information and payment with a friend or family member. If you cannot make it on the 16th at all, you will need to wait until the schedule is posted the next day and sign up then via email.

Can I get all my kids in lessons at the same time?

We do our best to get your swimmers as close together as possibleHOWEVER..... we pre determine the times for some classes eg. parents and tots, level 5's etc. Depending on the flexibility of your schedule and the levels of your kids.....will depend if they can be close together.

Do you charge a service fee for credit card payments?

Yes.....at the present time we are using Square Register and the fee is 2.75% of each payment. We roll that fee over to the parents as it is a costly fee for us and a convenience for you!

When do we pay for our lessons?

During the summer sessions we require payment at the time of registration. All other sessions we require payment on their first day of classes. We understand that life happens and we forget our wallets sometimes so we will not charge a late fee until WEEK 2! The late fee is \$10.00 PER swimmer, so be sure you are just prepared to pay on their first day so you don't have to pay the late fee!

Can I choose the instructor?

If you register early, you can usually choose who the instructor will be. Sometimes we will need to bring in substitute teachers, or move instructors around which may switch them once they are placed.

Is the fee per lesson or per session?

Fees are quoted per session of 5 lessons. Regular classes are 30 minutes and pre school private lessons are 15 minutes.

Do we come once a week in the summer?

We try to do lessons according to family schedules.....during the school year our lives revolve around once a week eg. cubs, dance, sports etc. In the summer, we go by weeks eg. 2nd week of July, 1st week of August. So our lessons will be every day for one week in the summer to match summer life!

I really like that my kids get to play before and after lessons.....can we still do that?

During the summer, we are pretty packed for lessons. As a rule....if there is 3 instructors...there can be no play time. If we have less than 3 instructors in the water, it is up to the discretion of the instructors. We will not allow the big toys in if there is lessons in the water.....they create too many waves and too much noise!

Can I bring my older children to swim during Parents and Tots?

We do allow that during the school year, but NOT in the summer.....we would get way too many siblings and I would need a lifeguard!

My niece/nephew etc is here for the week, can we add them to the lesson?

Only if we have room in the class and the level matches. Remember that if you have family coming here from out of town, you can register them early!

Is there a make up lesson if we can't make it one day?

There is **no make up lessons during the summer** because none of us like to work on Saturday.....that is the only day we could do it! Sorry....just no time or pool space in the summer.

What if my child gets sick or injured and cannot complete a session?

We can do a credit or refund in such a case. They will be handled on an individual basis.

If my child gets sick and cannot attend a session, can we reschedule?

Again.....we don't do make up lessons, but we also don't want you to bring sick kids. We can give you a credit to be used later in the summer or fall, we can also try to fit them in for lessons they missed once they are feeling better.

Do you give discounts for more children?

We do not give a price break for siblings.....however..... you can send a letter or email requesting a price break based on financial need. We will require the letter showing you were approved for free school lunch in this school year OR a letter from a religious leader on your behalf.

Do you provide goggles and fins or do I need to buy them?

We have all required equipment available for your kids to use while in lessons. You may purchase your own if you wish.

Do you follow a recognized swim lesson program?

We roughly and loosely follow the Red Cross program HOWEVER, we do not certify through them. We have modified our program over the years to best suit the facility and the kids in our

program. However....Whales Tales is a Red Cross Water Safety program and the Merit Badge Class is the Boy Scout program.