

Swim America Swim Lesson Reminders

Year after year, we are asked a lot of the same questions. We would like to take this opportunity to answer some of your concerns. We don't want to seem abrupt by any means...we just want to clarify some items in order to keep everyone on the same page. Communication is key to our success and our swimmers are our #1 priority!

1. The most important role of a parent or guardian during swim lessons is to be positive and patient with your swimmer's success. There is no set pace for your child's swimming improvement. We recommend at least 8 consecutive lessons to provide a solid base of knowledge for your swimmer.
2. To maintain quality class management, parents are asked to sit and observe lessons from the designated seating areas located around the pool or inside the pool lobby. Please do not sit on the edge of the pool or follow your child/instructor around the pool facility.
3. If you have questions about your child's progress, please approach the instructor *before or after* the class has finished. He/she will be happy to answer any of your questions. If an instructor is unable to answer your questions, you will be directed to someone on our staff who can assist you.
4. We will be evaluating all swimmers on the first day to be sure that each swimmer is placed into the appropriate skill level. Instructors may readjust participants to different groups, if possible, to ensure we provide the best experience for all participants. However, due to high enrollment in certain groups, moving swimmers down levels will occur only when the ability of that swimmer interferes with the teaching of the other swimmers in that class. A verbal progress report will be given at the end of each session from the instructor to the parents to show which skills were mastered and which skills still need some work.
5. In the event that we cannot use the pool due to a cancellation for inclement weather, makeup lessons are scheduled on the Friday of your swim week. If you are unable to attend that day, you will be allowed (1) additional day to make up your lesson the following week. If you are unable to attend that day, the lesson will not be rescheduled or refunded. ONLY lessons cancelled by the instructor or previously arranged lessons will be made up. If you choose to miss a lesson or do not contact your instructor 24 hours in advance, no makeup lesson or refund will be offered.
6. If swim lessons are taking place in the water and inclement weather occurs, only the time left in that lesson will be made up. Not an additional 30 minute lesson.
7. Group lessons can have up to 3 swimmers. If your child is the only swimmer signed up for the group, we make every effort not to cancel the lesson due to lack of numbers at your requested time. In return, please note that if only one swimmer is in the group, make up lessons will only be offered if 2 or more lessons are canceled.
8. Please provide a swim suit, towel and goggles for your child. Goggles are not encouraged for our non-swimmers or children under the age of 3.
9. All payments are due within 7 days of receiving your confirmation email from swright@lhps.org.
10. If you register and pay for your child's swim lessons but do not show up or call to cancel 72 hours in advance, you will only receive a 50% refund.
11. If you register but do not pay for your swim lessons within 7 days, your lessons will be canceled and you will be unable to re-register online for lessons. You must come in to the pool to register and payment must be received in full.

If you have any questions, please feel free to contact Stacy Wright at swright@lhps.org or Lydia Tate at ltate@lhps.org. Thank you for your trust and communication!