



## Stratford Richardson YMCA Swim Lessons

704 716 4804 | [morgan.dunson@ymcacharlotte.org](mailto:morgan.dunson@ymcacharlotte.org)

**Welcome to the Stratford Richardson YMCA Swim Lesson Program. We are delighted to have the opportunity to work with your child.**

### FIRST CLASS INFO

#### **Where will we go on the day of class?**

Please come through the main entrance of the Stratford Richardson YMCA. If you are a YMCA Member, scan your membership ID card. If you are not a member, please inform the Sales & Service representative that you are here for swim lessons and they will allow you entrance through the gate. You will then proceed to the Family Locker Rooms; the pool is straight ahead from there. Please be aware that the Stratford Richardson YMCA is a family facility. We have locker rooms for men, women and families. Please use the Family Locker Room.

#### **What do we bring to class?**

You need to wear a proper swim suit and bring a towel. We encourage goggles after swimmers can put their face in the water and open their eyes. Any child that is not toilet trained must wear a swim diaper and plastic pants under their swim suit.

Please DO NOT bring food or drink on to the pool deck (water allowed). The Y has a large lobby area in the front of the building with tables and chairs. There is also a vending machine available to purchase beverages once swimming is over/prior to entering.

#### **Do I need to stay on the pool deck during my child's lesson?**

Please stay on the pool deck if you are not comfortable with your child going to the bathroom alone. You can also see your child from the lobby area for older children.

#### **How do I know if my lesson is cancelled?**

Please call 704 716 4804 if you are unsure about a cancellation due to weather. A decision will be made by 4:00 PM for Monday—Thursday evening classes and by 8:00 AM for Saturday classes.

### **Can I make-up individual missed classes?**

Unfortunately we cannot make up lessons for personal reasons including sickness. We will however make-up a class when the Y cancels due to inclement weather.

### **What is the Refund Policy?**

Our YMCA Association Standard is 100% refund if cancellation occurs before the program begins. No refunds will be given after the program begins.

## **SWIM FAQs**

- Lessons begin and end on time. Please be sure to arrive 5—10 minutes early for the start of your child's class. Children should arrive dressed and ready to swim.
- Parents may choose to stay and watch their child's class. If this becomes difficult for your child, please sit at a distance where you can see your child, but they cannot see you.
- There will be times when your child's class will be cancelled. In the event of a cancellation, your child's teacher will attempt to contact you prior to the start of class. Classes will be cancelled due to thunder and lightening, heavy rain, heavy snow, cold water temperatures, electrical or chemical problems with the pool, or accidents both in and around the pool area. In the event of this type of cancellation we will arrange a make-up class. Unfortunately, we can not accommodate a make-up class if your child is sick or absent for a personal reason.
- Please call 704 716 4804 if you are unsure whether a class will be held due to weather. A decision will be made by 4:00 PM for Monday—Thursday classes and by 8:00 AM for Saturday classes.
- All children in swim classes must be potty trained (with the exception of the Parent/Child classes). If your child is in this class you must have your child in a swim diaper and plastic pants. Please do not come in to the pool in a regular diaper.
- Remember that this is a time for your child to learn and have fun. Stress or illness will not help your child learn how to swim and may actually prevent them from learning. Your instructor is there to aid in a smooth transition of classes, but we need the families to work with us as well. Please talk to your child about how exciting it will be to take a swim class. Do not bring a sick child to class. They will not have fun and may pass on an illness to another student.

## **COMMUNICATION IS KEY!**

**Swim instructors** are an invaluable resource for getting information on your progression. Please meet with your instructor after class to get additional updates and pointers.

**Progress reports** are given out midway and a recommendation at the end of your session for the next registration stage.

**Remind app** is used for fast group communication regarding pool closure or lesson cancellation.

## **BE SAFE!**

We offer Free Swim Assessments to help you determine the participant's swim ability. There is no obligation to register for swim lessons. We want you to be aware of your swimming skills. Please call or email in advance if possible.

## **Have Fun!**