

# SWIM LESSONS



## Stratford Richardson YMCA Swim Lessons

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**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 of 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. 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 under their swim suit.

Please DO NOT bring food or drink on to the pool deck (water is fine). 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.

#### **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.

#### **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 5:00 PM for Monday—Thursday classes and by 9:00 AM for Saturday classes.

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

Unfortunately we can not 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 5:00 PM for Monday—Thursday classes and by 9:00 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. 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.