

# SWIM LESSONS



## Dowd YMCA Swim Lessons

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

### SWIM FAQs

- Lessons begin and end on time. Please be sure to arrive a few 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 lightning, 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 cannot accommodate a make-up class if your child is sick or absent for a personal reason.
- Please call 704 716 6162 if you are unsure whether a class will be held due to weather. A decision will be made by 8:00 AM.
- 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.

# **FIRST CLASS INFO**

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

Please enter the Dowd YMCA and scan your membership card at our access desk. The Family Locker Rooms will then be to your left and you can access the pool through these locker rooms. Please head to the far pool. Please be aware that the Dowd YMCA is an adult facility and that children under age 16 are guests on the weekend. The Men's Health Center and the Woman's Health Center are for adults only. Please use only the Family Locker Rooms.

## **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.

## **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 6162 if you are unsure about a cancellation due to weather. A decision will be made by 8:00 AM on the morning of your lesson.

## **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.