



## **Welcome to the Brace Family YMCA Swim Lesson Program**

Please read the entire document as we have changed some policies and procedures. We hope each of you and/or your family is enjoying the beginning or continuing a lifelong journey of swimming. Please feel free to provide any and all feedback to our staff as we teach a life skill. Our swim instructors are there to reach your goals whether in one session or more. We encourage you to talk to your instructor before or after class about goals you or your children may have. We are looking forward to another great session and getting to see you and your child progress in this life-long and lifesaving skill.

### **First Day of Lessons:**

Swim lessons will meet at the Brace Family Y Indoor Pool. Please make sure to arrive a little early for your swimmer's lesson. Please check-in with the deck manager before each lesson to help us keep an accurate attendance record. We will split the children up with their instructors at the beginning of the lesson. If you're running late, please take the time to check-in and then take your child to the class station. Once checked in, you may sit in any clean chair. Locker rooms are open for your convenience.

### **What do we do in the event of inclement weather?**

We are required to close all pools for 30 minutes after the last time our staff sees lightning or hears thunder. We may hold one out-of-water safety day per session in the event of a pool closure. This covers the entire safety portion of the lesson curriculum and counts as a complete lesson.

### **How will I know if the pool is closed due to inclement weather?**

We will send out an alert via Email/Text to update you in regards to pool closings. Please ensure your correct email and phone number are on the YMCA account.

### **Cancellation / Refund policy / Make Ups for group swim lessons:**

Full refunds are available before a session begins. Once a session has begun and before the 4th lesson, a 50% refund will be available. No refunds/credits are available after the 4th scheduled lesson. **Refunds or Credits will only be issued for classes canceled by the YMCA. We do not offer make up group swim lessons.** Thank you for your understanding.

### **Communication:**

Please check in with our Deck Manager before each day of swim lessons. We will be sure to give you any important updates and check our FAQs on our website for additional information. We will also be sure to email out any important communications throughout the swim lesson session.

Best, Brooke Collins - Swim Coordinator | Brooke.Collins@ymcacharlotte.org