PARENT QUESTIONS FOR SWIM LESSONS

- **How do I know which swim level to register my child for?**
  See our Course Descriptions online and choose the most appropriate level, or call our Aquatics office to set up a free, 5 minute swim eval for your child: 415-383-1370 ext 126.
- **I see that you have Pre-Registration and Registration dates. How do I know if I qualify for Pre-Registration?**
  Pre-Registration is for students that were registered in the previous session.
- **We are new to your facility. What do we do on the first day?**
  Bring your own towel as we do not provide them. You will need to check in at the front desk of the Aquatics Center each day for lessons. We have one family changing room available and men's and women's locker rooms. Please have your child go to the bathroom before their swim lesson. If you do not know who your instructor is, look for the level sign on the pool deck. That is where your child will meet their instructor. We start and end classes according to the main pool deck clock. Please shower your child off about 1 minute before class starts. Have fun!
- **Why do you require students to shower before their swim lesson?**
  We require all swimmers to shower before entering our pool. This is a State Health Code. There are many benefits to swimmers to shower before entering a pool. The fresh water creates a slight barrier to prevent chlorine from penetrating hair, skin and swimsuits. It also allows our chlorine levels in the pool to remain lower because it is not fighting all of the soaps, shampoos, conditioners, lotions, deodorants, etc…that enter the water from each person's body.
- **How long are the swim lessons?**
  Private and semi-private lessons are 30 minutes long.
  Parent-Tot and Parent-Infant lessons are 30 minutes long.
  Group swim lessons are 40 minutes long.
  Splashball is one hour long during the school year.
- **What can I expect from my child's swim lessons?**
  Refer to our Parent Introduction Handouts for the level your child is taking. It is our commitment to provide your child with a complete and comprehensive lesson program. We try to maintain consistency and quality of our lessons. Our goal is to make sure each student learns to swim and be safe in the water while having fun.
- **What do I do if my child cries on the first day of lessons?**
  Be patient. Each child is different. If your child has never been in a classroom setting before, or they do not have a lot of experience with swimming, the first day of swim lessons might be a challenge. We usually have supervisors on deck, available to assist and speak with you about your child's individual needs.
- **What kind of swim diapers do you require?**

We require that all non-potty trained swimmers wear a swim-specific diaper. We have both reusable and disposable diapers available for purchase at the front desk. All swim diapers need to be snug around the stomach and legs in order to prevent fecal matter from exiting the diaper.

- **What do you do if someone has an accident in the pool?**
  Depending on the severity and type of accident, we follow CDC recommendations for closure of the pool and disinfect the area and the water that was contaminated. Sometimes this means canceling swim lessons. We make every effort to call you as soon as we know your lesson will be canceled. If it is canceled, a credit will be put on your account to be used for future programs.
- **Can I leave the facility while my child is in swim lessons?**
  We do not monitor each parent as to if they are in the building at all times with their child. However, if you do decide to leave please stay close, let someone know and have a cell phone available if there is an emergency. Always keep your contact information updated with us, in your account.
- **Can I drop off my older child for their swim lessons?**
  Yes, if they are old enough to get themselves to class and check in at the front desk. Always keep your contact information updated with us, in your account.
- **What if my child refuses to get into the lesson?**
  If your child refuses to get into the pool for his/her lessons it would be your decision if you want to continue trying during future lessons. If you are not going to continue you need to let us know before the end of the second lesson in order to request any type of refund or withdrawal from the class. You must make this request before leaving the facility, by the end of the second class.
- **Can I workout or swim laps while my child is in swim lessons?**
  Yes, you can workout in our gym but would need to pay the appropriate drop-in fee or use your membership pass if you have one. At most times there is no lap swimming during our swim lessons as the pool is dedicated to our lessons. If lap swim is available, please pay the appropriate fee or use your pass at the front desk to check in.
- **Can I go in the hot tub with my other child while my child is in lessons?**
  Yes, as long as you are abiding by all hot tub and pool deck rules. This is an added benefit for you, our valued swim lesson customers.
- **Can I swim with my other child in the main pool during swim lessons?**
  There is usually no pool space for family swim during swim lessons. However, if there is family swim time available, please pay the appropriate fees at the front desk before swimming.

- **Can I get in the water with my child and the instructor during group lessons?**
  The only class where the parent/guardian joins the swim lessons would be the Parent/Infant and Parent Tot class. If your child is struggling going in on their own, please speak to an on deck supervisor about your options.
- **I am on the waitlist for a class. Do I show up on the first day?**
  No, you do not show up for the first class. If an opening becomes available you will receive a phone call and we will ask if you still want the spot before registering your child.
- **Why don't you blow in babies' faces to get them to hold their breath?**
  This is a very uncomfortable practice and does not ensure a learned behavior for your child. Your Parent-Tot instructor has more information on our program's methods that they can explain during your class.
- **Should my child use goggles during class?**
  This is up to you and your child. It is important for them to become comfortable and safe in the water without goggles, but more often than not properly fitting goggles assist students with advancing in lessons quicker and aiding in water comfort. There are many benefits to using goggles during swim lessons.
- **What is the pool temperature?**
  The pool temperature is kept between 82-84 degrees.
- **What should I do if my child is cold during their lessons?**
  If your child is cold during their lesson you can purchase a wetsuit or rash guard for your child. We have some available for purchase at the front desk.
- **What is your withdrawal and refund policy?**
  - *Online registrations are subject to a non-refundable convenience fee.*
  - *Patron-requested refunds are only given if requested no later than immediately following the second class.*
  - *Credit may be left on your Parks & Recreation account when a withdrawal from a program takes place prior to the program/class cancellation deadline.*
  - *Some programs may have special refund/credit restrictions. These restrictions will be stated in program descriptions.*
  - *Refund/Credit requests may be made by phone, fax, in person or in writing during regular business hours.*
  - *Patron requested refunds will incur a $20 processing fee. (there is no processing fee for leaving money on your account)*
  - *Full refunds will be given for classes canceled by the Department.*
- **What happens if the Center cancels a class?**
  If we cancel a swim lesson we will give you a credit for the missed class on your account that you can use for future registrations or events here at the center.
- **What happens if our schedule changes and I cannot bring my child to class?**

Unfortunately if you miss a class due to a scheduling conflict it is considered a missed lesson and we cannot give you credit or provide a make- up lesson.

- **What is Splashball?**
  Splashball™ is designed to introduce the sport of water polo to children 5-9 years old. The intent is to provide basic skills and understanding of the sport in a recreational format. Although water polo is known for its toughness and endurance, Splashball™ harnesses all the fun, dynamic aspects of the game in a safe, easy to learn aquatic experience that will motivate kids to swim and stay fit. In the summer we offer this program for 5-12 year olds because we can use the entire pool. Splashball is a great way to get children more comfortable in the water and eager/motivated to swim better.
- **Should I stay close to the class on the pool deck and watch each lesson?**
  Each child is different as to whether it helps or hinders them to have their parent close by. Only you will know which is best for your child. You are certainly welcome to stay on the benches or observe from a distance and watch your child/children in their swim lesson so you are aware of what they are learning. This helps you to know how they are improving and it also helps you to know their swimming capabilities. However, you are not required to stay at the pool. We do need to know where you are in case we need to find you for any reason, including taking your child to the restroom during class.
- **Can I eat and/or feed my other child on the pool deck during my child's swim lessons?**
  No, we do not allow food or drinks, except for water in plastic/aluminum containers, allowed on the pool deck. You can eat in the lobby or outside if it is a nice day.
- **Can I drink my coffee on the pool deck while my child is swimming?**
  No, coffee is not allowed on the pool deck, only water in plastic/aluminum containers. No glass/ceramic containers are allowed on the deck. You are welcome to drink your coffee in our lobby or outside.
- **Can I take photos of my child swimming?**
  You can take photos of your child during lessons but you need to make sure you are not taking identifiable photos of the other children in the class or any of our patrons that might be in the pool.
- **Should I bring my child to class if they are sick?**
  We do not want your child here if they are sick, not only for their wellbeing but also for the other children and the instructor's wellbeing. Please keep them home.
- **What happens if my child gets an injury/illness and is unable to swim in the session anymore?**
  If your child gets an injury/illness during the session and cannot attend, we ask you to get a note from their Doctor and then it would be up to our Aquatic/Fitness Supervisor's discretion regarding any refund for the missed lessons.