

12 HOUR CANCELLATION POLICY

If a lesson is cancelled less than 12 hours in advance, no make-up lesson or credit will be available. If your child wakes up sick or you sense that your child is getting sick, please contact the Program Supervisor immediately. If the office is closed or if you cannot reach the Program Supervisor, please leave a voicemail message at (540)381-7665 ext 3105. Unfortunately, we are still obligated to charge for the missed lesson if the phone call and/or message is documented less than 12 hours in advance. Although we recognize emergencies and illnesses do occur, private lesson instructors are left unable to adjust their schedules at the last minute and are dedicating their time to you and your swimmer.

SAFETY AND CONSIDERATION FOR OTHERS

During the lesson, please keep all belongings off the pool deck and away from the walk ways. Lifeguards and staff need to be able to move freely about the pool deck to implement other programs or to react in the event of an emergency. We ask that parents stay with their swimmers at the facility during the entire lesson in the event of an emergency. For the safety of all patrons at the Aquatic Center, parents are asked to remain in the designated waiting area during the swimmers lesson, unless the swim instructor asks for the parent's participation.

PROPER SWIMMING ATTIRE & PREPARING FOR THE LESSON

A comfortable swimsuit should be worn. Rash guards or wetsuits are also recommended during the cooler months if necessary. Water shoes may be worn to the lesson but must be removed before entering the water. Goggles are highly recommended. Please have your child use the restroom at least 15 minutes prior to their lesson and please do not feed your child within 30 minutes prior to their lessons. Please have long hair tied back and nails trimmed.

INSTRUCTOR

Your instructor will be waiting for you at the Front Desk. Communication between instructor and client is vital in order to have the lessons run smoothly. Please feel free to discuss details about your child's lesson with your instructor at the end of the lesson. You may discuss if more private lessons may be necessary and when moving back into group lessons will be beneficial. There also may be simple lessons that you can work on with your swimmer at home. In the event the instructor is late to the lesson or does not show up; that lesson will be free, it will be taught by an instructor, and you will also be given a credit in the amount of one private lesson.

Christiansburg Aquatic Center Private Lesson Guide



Private Swim Lesson Registration

Participant's Name: _____ Age: _____

Parent/Legal Guardians' Name(s): _____

Phone Number: _____

Email Address (for confirmation): _____

of Lessons per week: _____

Approximate Swimming Ability: _____

Best Times: 8am-11am 11am-2pm 2pm-5pm 5pm-8pm

Best Days: M T W Th F Sat Sun

Dates you are unavailable: _____

Preference for male/female instructor or instructor name: _____

Please list any goals you would like to achieve with these private lessons:

Special Needs: If yes, please explain in detail

Mental or Learning Disabilities: No Yes _____

Physical Limitations: No Yes _____

Social or developmental concerns: No Yes _____

Fear of water or past traumatic event: No Yes _____

Primary Language spoken: _____

Other medical concerns: _____

For office use only

Lesson #1	Lesson #2	Lesson #3

GETTING STARTED

A Private Swim Lesson Registration Form must be completed with the client's information and then be returned to the Program Supervisor. The Program Supervisor will match the client with an instructor. The instructor will contact the client directly and discuss days and times available to schedule private lessons. The more flexible the client's availability the faster a private lesson may be scheduled.

In the unlikely event that a client and an instructor cannot agree on available days and times, the client will be placed on a waiting list. As soon as an appropriate time becomes available, the client will be contacted immediately by an instructor to set up a lesson.

PAYMENT FOR SERVICES

- Private Lessons are \$25.00 for one 30-minute private lesson.
- Three 30-minute private lessons are \$65.

All payments must be made at the time of scheduling. The payment is to reserve the time slot for lessons purchased.

ATTENDANCE

Please attend all scheduled lessons. If a cancellation must be made, please contact the Program Supervisor at least 12 hours in advance.

- When coming to your lesson, please be sure to sign in at the front desk in the Private Lesson Sign-in Book.
- If the client cannot finish the lesson or needs to leave early, the lesson will not be credited or refunded in any way.
- All private lessons will be held rain or shine.

MAKE-UP LESSONS/ RESCHEDULING

Make-up lessons may be re-scheduled if an adequate notification of an absence is made at least 12 hours in advance.

Although the make-up lesson is guaranteed; days and times may be limited and the instructor may not be your regularly scheduled instructor. Rescheduling of lessons must be made through the Program Supervisor. In the event that the lessons were cancelled on behalf of the Aquatic Center due to events or circumstances that were beyond our control (i.e., contamination, etc) you will be automatically entitled to a make-up lesson.

Program Supervisor
(540)381-7665 ext 3105