

# Private Swim Lesson Information

## **FIRST DAY:**

Please arrange a time to come to the front desk to process payment, if coming before your lesson, please give yourself at least 10-15 minutes to process paperwork. We suggest arriving early for the first day, especially if you are in need of a parking pass. The front desk will have your registration form. After you have paid for your lessons, the participant's picture will be taken by the Customer Service Attendant. The number of lessons that you have purchased will be on the punch pass card.

When you arrive each day, please hand the Customer Service Attendant your punch pass card and say "I am here for **Private** Swim Lessons." They will swipe your card. You should hear a ding, meaning that the punch was taken off. You may now enter the facility and participate in your swim lesson. It is **imperative** that each day you enter the facility you have your card swiped, including the first day. You and your swim lesson instructor will keep track of the number of lessons you have on your Participant-Instructor Form. This form is the deciding factor for how many lessons you have left if there is a disagreement with the number of passes left on your card. Lessons will expire after 6 months.

## **PARKING:**

There are numerous parking restrictions on campus. For 1 and 3 lesson packages, we suggest parking in Sandy Creek Parking deck, however if you would like to purchase a pass for 3 lessons, the time period will be for one month.

For 6 lessons the pass will be valid for 2 months.

For 10 lessons the pass will be valid for 3 months. All passes cost the same - \$15.00. Parking passes allow you to park in Lot C or Lot A. Parking passes are only available to those not currently affiliated with the University (students, faculty, staff) If you receive a ticket, the Aquatic and Fitness Center can not assist you with the ticket. You will need to appeal it through Parking Services.

## **POLICIES & RECOMMENDATIONS:**

-We suggest 3 private lessons be completed in 4 weeks, 6 lessons in 7 weeks, and 10 lessons in 12 weeks. This allows for make-up week(s) and scheduled vacations.

-If you cancel a scheduled lesson **without** 24 hours notice or do not show up for your lesson, you do **not** get a make-up for that the lesson. The instructor will notify the Aquatic Director, and a punch will be taken off. If the instructor needs to cancel the lesson, it should be done at least 24 hours in advance.

-If you arrive late for your lesson you will still need to conclude your lesson at the regularly scheduled time. If the instructor is late, the lesson will continue for the full 30 or 45 minute time.

-Goggles are **HIGHLY** recommended.

-There is no swimming before or after class unless you are a member. Please communicate with your instructor if you are a member (instructor will verify after the lesson) Please keep other children out of the pool unless you have paid the guest fee and the instructor sees the receipt or they are a member.

-Approved swim wear is the only swim wear allowed in the pool. Brochures can be found at the front desk and in the guard office. No cotton or denim of any kind is allowed in the pool. You will be charged a lesson if you show up in these materials.

-Parents and/or guardian must remain on the deck during the lesson.

If for any reason you are unhappy with your instructor or anything pertaining to private lessons, please contact the Aquatic Director. The Aquatic Director business card can be found at the front desk.

## Frequently Asked Questions for Private Swim Lessons

### 1. I am interested in signing up for private lessons. What do I do?

- Please download the form from our website.  
<http://recreation.gmu.edu/aquatics/private-lessons>  
Please fill out entire form and read all material before signing and submitting.
- Please include all available days and times.
- There are three ways to turn in the form
  - i. Mail to: 4400 University Dr. MS1C6, Fairfax, Va 22030  
Attn: Sarah Litowich
  - ii. Fax to: 703-993-9623
  - iii. Submit to the front desk at the Aquatic and Fitness Center and ask that it be put in the Aquatic Director's mailbox (address above)
- Please be aware that **Private Lessons are in high demand**. Please give all the availability you have.

### 2. I have turned in the form, what can I expect to happen?

- Once the Aquatic Director has received the form, the form will be placed on a waiting list for all Swim Instructors to see. You will receive an email from the Aquatic Director/Aquatic Program Assistant stating it has been received and you will receive our policies and procedures. If you do not receive an email from the Aquatic Director/Program Assistance within 3 business days, please contact at 703-993-4986.

### 3. Who are the instructors?

- The private lesson instructors are American Red Cross Water Safety Instructor certified and have experience teaching lessons. Most of our instructors are George Mason students. Please specify if you prefer only a male or a female instructor.

### 4. It has been a week since I submitted my form, should I call?

- **Private Lessons are in high demand**, please be patient or submit additional availability if you can.

### 5. My availability has changed for the better, what should I do?

- Please re-submit a new form, and state on the form that it is a resubmission. The Aquatic Director will replace the information from your new form. Please do not call and ask the Aquatic Director to change your form.

### 6. An instructor has called, what is next?

- Please be aware that on your first lesson, you will pay and receive a swipe card with the number of lessons on it. You and your instructor should make a plan prior to your first lesson where to meet.
- Please speak to your instructor on the first lesson and let them know your goals and what you expect.

**7. How do I enter the facility if I am not a member?**

- After your first meeting, please hand the front desk workers your private swim lesson card and they will swipe it to remove a lesson. This will allow you to continue on to the pool area to meet your instructor.

**8. Where do I park?**

- Please also be aware of the parking restrictions on campus. For 1 and 3 lesson packages, we suggest parking in Sandy Creek Parking deck for \$3.00/hr. For 6 and 10 lesson packages, you may purchase a parking pass for \$15.00 for 2 months for 6 lessons, or 3 months for 10 lessons. Parking is for Lot C or Lot A (near the old police station).

**9. What is the cancellation and refund policy?**

- Cancellations/rescheduling must be made through the instructor. Your instructor will give you a phone number or email of where they can be reached.
- Instructors will only wait 10 minutes for late arrivals. After 10 minutes, the lesson will be determined a “no show” and will be counted as a used lesson. Many instructors schedule lessons with a few minutes in between clients that is why after 10 minutes, it will be considered a “no show”.
- Refunds will only be issued for a medical reason with a doctor’s note.
- If you are unhappy with your instructor, please call the Aquatic Director, and they will find you a new instructor.

**10. Where do I sit while my child is receiving private lessons?**

- You must stay on the pool deck during private lessons. We provide bleachers and wood benches. Please do not sit on the hot tub wall, and please do not stand on the deck next to your child’s swim lesson. Please do not bring food or drink on the pool deck. Bottled water is accepted.

**11. I want private lessons for multiple children, how do I request that?**

- If you would like multiple children in the **same** lesson, you must pay the extra fee associated with each package for each additional child in the group of lessons. This is a onetime fee.

**12. Do I have to schedule all my lessons with the instructor on the first lesson?**

- We highly recommend that you schedule all your lessons with your instructor on your first meeting. The instructor may have you sign a participant-instructor agreement with the days and times you have agreed on. You will receive a carbon copy of the agreement. However, we understand that schedules are busy, so please feel free to schedule a few lessons each time.

**13. How many lessons will I need to learn how to swim?**

- This is based on your discretion. Please do not ask the instructor or Aquatic Director to suggest a number of lessons. We can not determine the exact number of lessons you will need to swim correctly and efficiently.

**14. Will my child have a lane reserved for them for their private lesson?**

- Unfortunately we can not reserve space for private lessons. Please speak to your instructor about the times/days that are less crowded if you feel the time you have chosen is too crowded.

**15. Can my other children swim that are not in the lesson?**

- Unfortunately they cannot swim unless you have paid the guest pass at the front desk or have a membership. Allowing your child in the water without paying the guest fee or membership may lead to your other child being removed from private lessons. Children are allowed on deck to watch with you, but must be supervised. No food or drink allowed on deck.