



YMCA Swim Lessons Program Information & Policies

REGISTRATION INFORMATION:

- Research has shown repetition and consistency to be the most controllable and impactful factors to learning a new activity so we encourage regular attendance and continuation to produce the best results. Once enrolled, your swimmer's spot in class is reserved just for him/her for the duration of the session. Registration is not transferrable for any reason.

ARE THERE PAYMENT OPTIONS?

- The YMCA of the Sandhills offers two payment options for YMCA Swim Lesson program fees - pay in full and installment autopay plan. A payment method is required on your YMCA account if participating in the installment autopay plan. The installment autopay plan allows families to pay a portion of the registration fees on the designated payment dates pre-determined by the YMCA. Families may choose to pay off a balance earlier than the due date if they are able. However, payments after the due date are subject to additional fees. Swimmers may be dropped from a swim class if payment is not received before the next scheduled lesson.

WHAT IS THE DISENROLLMENT POLICY?

- If your swimmer cannot complete the session, disenrollment is the best option. A written disenrollment request submitted 14 days or more BEFORE the intended last attendance date is required. Please email all requests to either saleebyaquatics@ymcaofthesandhills.org or fayettevilleaquatics@ymcaofthesandhills.org.

WHAT TO DO UPON ARRIVAL FOR CLASS:

- All members and guests must check-in at the front desk upon arrival to every class.
- Non-member program participants will receive and wear a gold wristband upon check-in. (SALEEBY BRANCH)
- Entry into the pool room is through the locker rooms only (SALEEBY BRANCH)
- EMERGENCY EXITS MAY NOT BE USED

DOES A PARENT/GUARDIAN NEED TO BE IN THE WATER WITH MY SWIMMER?

- Children enrolled in Swim Starters (ages 6 months to 2 years 11 months) must be accompanied by one adult (parent/guardian/handler) in the water per child. Additional handlers are not permitted. Swimmers ages 3 through adult are under the direction of the coach only. Parents/guardians are not permitted in the water during Preschool, School Age, Teen/Adult, or Private Lessons.

WHAT IS MY ROLE AS A PARENT/GUARDIAN DURING CLASS TIME?

- Parents and guests are HIGHLY encouraged to **observe lessons from a distance**. Please avoid disrupting instruction time and/or distracting students. If a coach needs a parent's/guest's assistance you will be notified. Please encourage and praise your swimmer. Happy cheers build confidence!

HOW DO I KNOW WHAT MY SWIMMER IS LEARNING?

- YMCA Swim Instructors keep a record of the skills each swimmer has been introduced to and each skill that has been mastered. Mastery is accomplished by executing a skill correctly with multiple repetitions, without instruction, prompting, or reminders over a period of time. Inconsistent execution of a skill simply means the brain is still building muscle memory, and the student needs more time to solidify the execution. Your swimmer's coach can provide specific information regarding your swimmer's progress.



HOW WILL MY SWIMMER PROGRESS?

- Each week, participants build on the skills learned from prior lessons. Instructors use these foundation skills to develop new skills, each based on a participant's individual performance and readiness. Because the curriculum is a continuum, swimmers are introduced to new skills as they master the previous foundation skill - even if the skill is in the next stage. This allows our swimmers to progress with comfort at their own pace. Want faster progress? Register for multiple classes per week!

WHEN IS MY SWIMMER FINISHED WITH THE PROGRAM?

- The YMCA Swim Lesson program builds efficient swimmers in the four competitive strokes and two resting strokes creating a variety of abilities. We highly recommend swimmers attend swim classes until they can masterfully swim 300 yards continuously using one or more of the following strokes proficiently: freestyle, backstroke, breaststroke, elementary backstroke, and/or sidestroke. A swimmer with this high level skill has an increased chance of survival in any water emergency in any body of water.

WHAT HAPPENS IF MY SWIMMER IS ABSENT?

- Attendance is essential to learning. While we encourage swimmers to attend all lessons, we understand absences may be unavoidable. There are no penalties for absences. However, make-up lessons, reschedules, credits, and/or refunds are NOT AVAILABLE in these situations.

WHAT IF MY SWIMMER'S LESSON IS CANCELLED?

- Individual class cancellations are a last resort and typically due to an unexpected maintenance or staffing issue. We will be utilizing our text platform for class cancellation notifications for more convenience. To OPT OUT of these communications, please email either saleebyaquatics@ymcaofthesandhills.org or fayettevilleaquatics@ymcaofthesandhills.org.
- Classes cancelled by the YMCA will be provided either a make-up lesson or a system credit to the YMCA account at the discretion of the YMCA. Friday mornings, afternoons, and evenings are reserved for make-up lessons. Starting Fall of 2025, classes cancelled for acts of nature are not eligible for make up lessons, credits, and/or refunds.

WHAT EQUIPMENT, SUPPLIES, OR APPAREL DOES MY SWIMMER NEED?

- Proper swim suit & towel
- Eye goggles (optional, but strongly recommended)
- No floatation devices, full face masks, nose plugs, aquatic footwear, or jewelry permitted

WHAT IS THE DOUBLE DIAPER POLICY?

- ALL SWIMMERS WHO ARE NOT FULLY POTTY TRAINED MUST WEAR A REUSABLE SWIM DIAPER WHILE OVER A DISPOSABLE SWIM DIAPER WHILE IN OUR POOL. Cloth or synthetic non-swim diapers are not allowed.

CAN MY FAMILY USE THE POOL OR YMCA FACILITY DURING OR AFTER SWIM LESSONS?

- Only YMCA members may utilize the pool during recreation pool time.
- Non-members may pay a daily guest fee to gain access to the facilities for the day.
- All members/guests must adhere to the Code of Conduct and YMCA policies and procedures while on the premises.