



## Private and Semi-Private Swim Lesson Policies, Cancellations, and Rescheduling

Private and Semi-Private swim lessons are 30 minutes in length. The semi-private fee is per-student, per lesson.

Private and semi-private lesson requests are processed at the front desk and through the Aquatics Supervisor. After submitting a completed swim lesson request form the Aquatics Supervisor will contact you to schedule the lessons. In order to keep consistency between private and group lessons, **payment is due in full once lessons are scheduled.**

Lessons may not be scheduled, rescheduled, cancelled, or otherwise moved by any party (i.e. Front desk staff, Lifeguards, or Instructors) except by a Supervisor.

Lessons start and end promptly. For participant tardiness of 15 minutes or more the instructor has the right to declare the lesson forfeit.

### Cancellations & Rescheduling

If your lesson was cancelled by TRAC due to unforeseen circumstances, we will do our best to reschedule your lesson. If we are unable to reschedule, a credit will be placed on your account. To ensure clear communication **cancellations by the participant must be made 24 hours in advance via email to [aquatics@jamestownparksandrec.com](mailto:aquatics@jamestownparksandrec.com)**. Weekend or Monday lessons must be cancelled by 5 pm on Friday. Only one lesson of 4 can be cancelled and rescheduled. If more are cancelled, they will be forfeit without a credit. When cancelling or rescheduling a lesson please be mindful of the instructors time.

If one participant in a semi-private lesson cannot attend the lesson should be rescheduled; otherwise, the absent participant will forfeit the lesson. Only originally scheduled individuals are allowed in sessions; drop in or participant substitutions are not allowed.



## **Group Lesson Policies, Cancellations, and Rescheduling**

Group lessons meet for 5 lessons. Parent & Child, Manatee Calf, and Otter Pup lessons are for 30 minutes and Manatee, Otter, and Seal lessons are for 40 minutes. Dolphin lessons are one hour in length.

Payment for group lessons must be made at time of registration. Registration can be done online or over the phone by calling 701 952 8722.

Registration will close two days before the start of lessons at 4:30 pm, or sooner if the class fills.

Participants registered for a class that they are not qualified for will be placed in the correct class if there is a vacancy. If there are no available spots/spaces at the appropriate level, the lesson fee will be credited back to your account. Please read the class descriptions carefully to ensure enrolling participants in the correct class. Participants who have previously enrolled in swim lessons at TRAC can call the Aquatics office to confirm what level was recommended at the conclusion of previous lessons.

### **Cancellations**

If your lesson was cancelled by TRAC due to unforeseen circumstances a credit will be placed on your account. In the event of lightning the swim instructor will determine if safety topics or dryland skills can be covered appropriately or if the lesson will be cancelled.

Lessons missed by participants are forfeit and will not receive a credit to an account.

\*Dolphin level has a pretest that must be completed prior to enrolling in the course. Pre-tests can be scheduled with the Aquatics Supervisor via email at [aquatics@jamestownparksandrec.com](mailto:aquatics@jamestownparksandrec.com) or at the Aquatics office (701) 952-8796.