

MAX BELL REGIONAL AQUATIC CENTRE

PRIVATE SWIM LESSON INFORMATION & FAQ'S

Participants will work with a certified swim instructor to develop skills from the Lifesaving Society's *Swim for Life* program. These one-on-one lessons are tailored to the participants individual needs, abilities, and goals, ensuring a personalized and effective learning experience.

30 minute & 45 minute time slots available. Participants are welcome to register in whichever option best suits their needs.

- 30-minute private lessons: Perfect for swimmers aged 2–6 who are just beginning to learn foundational swimming skills.
- 45-minute private lessons: Best suited for swimmers aged 6+ as they refine advanced techniques and build endurance.

Please Note:

- Missed classes cannot be made up due to schedule constraints.
- If the participant is transitioning from another swim program, they will be evaluated on the first day to determine the most appropriate level.

FREQUENTLY ASKED QUESTIONS

What can I expect on the first day?

Parking Information:

Please park on campus in the blue highlighted areas, Lot E/G (See map). Enter into the Centre for Sport and Wellness Building.

- Parking permits are required between 8:00 AM and 5:00 PM, Monday to Friday. Parking is included with your program, but your vehicle license plate must be registered with Horns Recreation to avoid tickets. Once registered, your parking permit will be valid for the duration of your program.
- Please Note: Your license plate must be registered every time you enroll in a program, as it is not automatically renewed or extended. For assistance, contact Horns Recreation at 403-329-2706 or visit the Customer Service Desk.

Checking In:

The Customer Service Desk is located in the Centre for Sport and Wellness Building on Level 1. You can get there by using the staircase or the elevator. Check in with a Customer Service Representative letting them know that you are here for Private Swim Lessons.

Arriving at the Aquatic Centre:

On the first day of the session, please arrive changed and ready on the pool deck, using one of the three available change rooms, Men's Day Use, Women's Day Use, or Universal Change Room (private stalls available). Coin-operated lockers are available in all change rooms. Seating is available just outside the change room doors on the pool deck. Please wait there until the instructor calls the participant's name at the start time of the program. Be sure to communicate any expectations with the instructor on the first day, and bring any previous report cards if you have them. Instructors will be available to chat after each lesson, feel free to ask any questions during that time!

Note: Only clean indoor shoes are allowed on the pool deck. Please use the coin lockers in the change rooms to securely store your belongings. Thank you for helping us maintain a safe and clean environment!

How can I customize the private swimming lessons?

On the first day of lessons, let the instructor know what you would like to focus on for the session. The focus does not need to be following the Swim for Life curriculum. Examples could include: getting comfortable in the water, improving endurance, stroke improvement, preparing for upcoming lifeguarding courses, adult stroke improvement or swimming with a physical disability.

How old do they have to be for private swimming lessons?

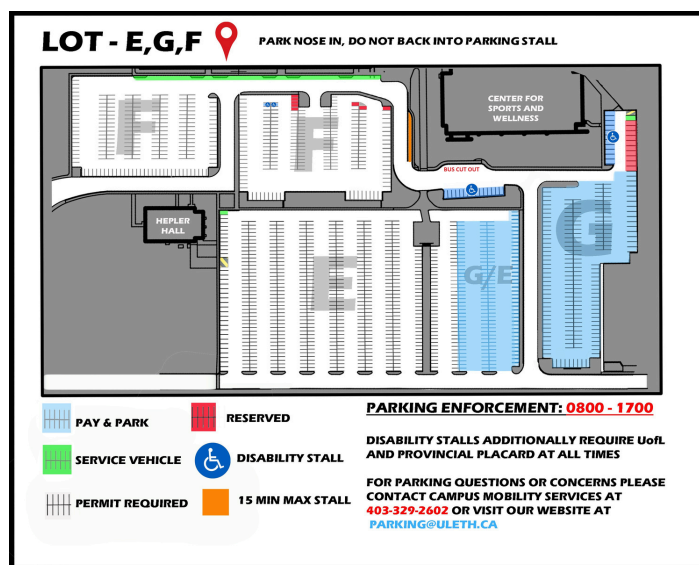
Private swimming lessons are available for ages 2 and up and yes, that includes adults! Whether you're just starting out or looking to improve your strokes, private lessons are a great fit for all skill levels and all ages. It's never too early or too late to learn to swim!

How can I see the program details including the schedule after I have registered?

Before registering, you can view program details by clicking the Show Schedule arrow within the offering. Once you've registered, program details including the schedule will be emailed to you. Look for them in the Registration Confirmation attachment sent to the email on your account. This attachment also includes any dates when swim lessons do not run (if applicable). The program price reflects the number of lessons in the session.

Why aren't there week-long private swimming lessons offered throughout the Fall, Winter & May-June semesters?

Scheduling conflicts, the majority of our staff are University students and their class schedules don't allow consistency throughout the week.



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What if I'm unsure of the last level that was completed?

If you're not sure which level was last completed don't worry, the instructor will assess their skills on the first day and tailor the lessons from there. Our goal is to meet each swimmer where they're at and help them grow with confidence.

Are parents/caregivers expected to get in the water?

Parents are welcome to join the lesson, however, it's typically not necessary. There are the odd occasions where we ask the parent to enter the water for the success of the session.

Will participants have access to the diving boards?

When available, yes. However, diving board access is not guaranteed during lesson times and depends on pool scheduling.

Do we waitlist people for aquatics programs?

Unfortunately, we do not offer waitlists for aquatics programs. Registration is first come, first served. For the most up-to-date information on openings and cancellations, follow us on social media @hornsrec.

Where do I report an absence from an aquatic program?

To report an absence from an aquatic program, please contact our Customer Service Desk at 403-329-2706 or email sportrec.csc@uleth.ca.

Are we going to have semi-private swimming lessons again? (Where more than one child from the same family are in the same lesson)

Not at this time. **Will this change?** We are unsure of when we will be offering semi-private lessons. Currently, our software does not allow us to override maximum numbers to allow for a second or third child. It is a future consideration of the software, however the timeline is unknown. As soon as we have the option available, it will be made public! For now, we will solely be offering private 1-on-1 swimming lessons.

Cancellation/Refund Policy

Cancelled by us:

- o Programs cancelled due to insufficient enrolment or instructor availability will be fully refunded

Cancellation by you

- o A \$20 cancellation/\$10 transfer fee is charged for each activity/program cancellation or transfer.
- o The administration fee is not applicable on refunds due to enrolment quotas.
- o All cancellations/transfers must be received in writing, by Sport & Recreation Services before consideration.
- o Cancelling within 7 working days and 1 working day prior to the commencement of the activity/program will result in a 50% refund of original registration fee – materials portion of registration will not be refunded.
- o Refunds/transfers will not be considered from 1 day prior to the commencement of the activity/program

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CUSTOMER SERVICE CENTRE
UNIVERSITY OF LETHBRIDGE

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