

Private Swim Lesson Information Frequently Asked Questions Max Bell Regional Aquatic Centre

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.

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 the 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 are available to chat after each lesson, so 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. Lessons do not need to follow the Swim for Life curriculum. Examples may include getting comfortable in the water, improving endurance, stroke development, preparing for 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, including adults. Whether you're just starting out or looking to improve your strokes, private lessons are a great fit for all ages and skill levels.

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

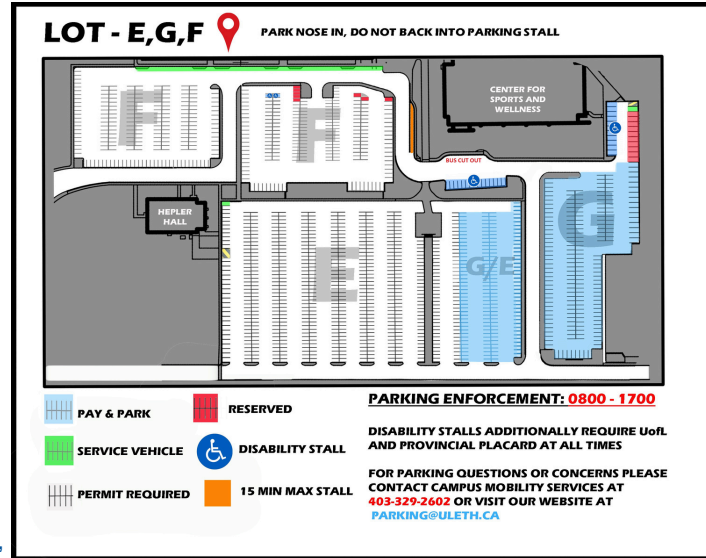
Before registering, you can view program details by clicking the "Show Schedule" arrow within the offering. Once registered, program details and the schedule will be emailed to you in your Registration Confirmation. This attachment also includes any dates when lessons do not run (if applicable). The program price reflects the total number of lessons in the session.

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

Due to scheduling conflicts, many of our instructors are university students whose class schedules do not allow for consistent daytime availability throughout the week.

Can I request a specific swimming instructor?

During registration, you may request a specific instructor. While we do our best to accommodate requests, they are not guaranteed.



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The participant has attended lessons at the Max Bell Regional Aquatic Centre before. Will the instructor know their level?

We make every effort to keep records updated as a courtesy. However, it is the participant's responsibility to know their current level and arrive prepared for the session. Please bring the most recent report card if available.

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

If you're unsure which level was last completed, the instructor will assess the participant's skills on the first day and tailor the lessons accordingly.

Are parents/caregivers expected to get in the water?

Parents are welcome to join the lesson; however, it is typically not necessary. In some cases, we may ask a parent or caregiver to enter the water to support the participant's success.

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 wait-list people for aquatics programs?

At this time, we do not offer waitlists. Registration is first come, first served. For updates on openings or cancellations, follow us on social media @hornsrec.

Where do I report an absence from an aquatic program?

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

Will my lesson be cancelled if my instructor is away due to unforeseen circumstances?

We make every effort to provide a substitute instructor when the scheduled instructor is unavailable due to illness or other circumstances. While we aim for consistency throughout the session, occasional instructor changes may occur.

Lessons will continue as scheduled with a qualified instructor whenever possible. In rare cases where coverage cannot be arranged, we will notify you as soon as possible.

Are semi-private swimming lessons (multiple children from the same family) available?

Not at this time. Our current registration system does not allow us to exceed maximum participant limits within a booking.

We are exploring this as a future option; however, no timeline is confirmed. If this becomes available, it will be announced publicly.

For now, all private lessons are offered as one-on-one instruction.

Click [here](#) to review our Cancellation Policy.

