

# Learn to Swim Program at the Apex Centre

The benefits of learning to swim go beyond developing a life skill. At the Apex Centre, we focus on building the whole child from the inside out. Children will participate in positive, fun activities that build physical and social skills and create a lifetime appreciation for active living and enjoyment of the water. The purpose of our program is to develop competency as well as confidence and endurance as they learn to swim.

## First Day Expectations

1. When you arrive, check in at the front desk before proceeding to the locker rooms which are located downstairs.
2. Please make sure your child is dressed, showered, used the restroom, and is ready to enter the water at least five minutes before their class start time.
3. The swim instructor will evaluate your child's swimming ability and talk to you if your child needs to move up or down a level.

## Daily Expectations

Please make sure your child showers, uses the restroom and does not eat a large meal right before every class. This helps keep our pool properly maintained. Also, for smaller children, appropriate attire is recommended in case they get cold. Long sleeve rash guards/swim shirts help combat this. If your child gets cold easily, refrain from allowing them to play in the pool before the lesson. We encourage parents to get to know their child's instructors. If you have any specific questions about your child's abilities, your instructor will be glad to talk with you after class.

## Viewing Swim Lessons

Children 9 years of age and under are required to be accompanied by a supervising adult 18 years or older. We ask parents to watch from a distance at the pool deck. This helps the child focus on direction from the instructors. Parents need to stay on the deck with their children in case of bathroom breaks or pool closures.

## Level Progression

Children progress at their own speed. It is common for a swimmer to remain at the same level for a few sessions, even with perfect attendance. A child's self-esteem and confidence, as well as skill and strength development, are all important aspects in determining progression to the next level.



## Progress Reports

Each swimmer receives a progress report during the last lesson. It will give you information on what your child has accomplished in their session. Skills are evaluated periodically throughout the session. Requests for a certain instructor are not always guaranteed.

## Substitute Instructors

We do our best to keep one person consistent as your child's instructor, however, at times there may be a substitute instructor.

## Class Cancellation by the Apex Centre

In the event of bad weather, pump/chemical issues, or vomit/stool in the pool, the pool will close and we will schedule a make-up lesson option. If a pool closure is required for only a portion of the lesson, we will add extra time to the remaining classes to make up for the missed time.

## Refund/Cancellation Policy

**Participant initiated:** A \$5 administration fee will be charged against all participant-initiated refunds. Fees paid by credit cards will be refunded back to the credit card. Refund processing may take up to three weeks.

- **Refunds:** Refunds will only be granted when a participant:
  - A. Submits a refund request at least 5 business days prior to the class start date.
  - B. Becomes ill, in which a doctor's statement must be presented upon request.
- **Transfers:** Transfers will only be granted when a participant:
  - A. Submits a transfer request (via email or verbally) at least 5 business days prior to the class start date.
  - B. Becomes ill, in which a doctor's statement must be presented upon request.

**Class Cancellation:** If a class is canceled due to low enrollment, staff issues, etc., a full refund will be given.

**Illness:** If a participant must miss classes due to an illness, a prorated refund will be issued with provision of a doctor's note.

**Membership Rate:** Memberships are required to be active through the duration of the lessons. If a membership is cancelled or ends while the lessons are still ongoing, the full non-member rate will be due to complete the session.

