

## **AQUASTAR Learn to Swim**

### **Frequently Asked Questions**

#### **How much does it cost?**

Each learn to swim session consists of 8 classes, offered as 4-day-a-week classes for two weeks. Each full session costs \$100. If private lessons are desired before or during the sessions, private lessons cost \$50/hr.

#### **How long is each class?**

Each class will last 30 minutes. Start times are 8:30, 9:05, 9:40, 10:15, 10:50, and 11:25.

#### **How do I register for lessons?**

Registration is primarily available at our Oakbrook West pool. You may also download registration forms online and fax to 281-488-1582. Registration is not complete until payment is received.

#### **Can I call and register for lessons over the phone?**

You can call and get information, but will ultimately have to complete forms in person at the pool, or download and complete them, then fax as described above.

#### **I want to reschedule my child's class. How can I do this?**

As policy we do not allow students to switch classes. However, we will work with you to try to locate a change in an unusual circumstance.

#### **What is the class student:teacher ratio?**

Classes are held with a maximum 4:1 student:teacher ratio.

#### **My child is the only student currently registered in the class. What happens if no one else registers?**

AQUASTAR Swim School is not able to run a group lesson for only one student. In the event that your child is the only student registered, we will contact you to discuss options to reschedule your child to a different time or session.

#### **We are going on vacation. Can I pay only for the classes we will be there?**

Unfortunately, no. Our classes are limited in size, and we hire instructors and schedule swimmers based on registration numbers. Therefore, once we place a student in a class, we cannot place another student in that spot. Try to schedule yourself for a session when you believe you will be able to make the greatest number of classes.

#### **My child was sick. Can I get a refund or credit?**

If you provide a doctor's note specifically listing the illness and days the child could not swim due to illness, we will provide a credit towards a future class. AQUASTAR Swim School does not provide refunds for classes missed due to illness.

#### **Can I request a certain instructor?**

We understand the unique bond between teacher and student, and we try to accommodate all requests. Requests for certain instructors for lessons are handled on a first-come, first-served basis.