

AQUASTAR LEARN TO SWIM: FREQUENTLY ASKED QUESTIONS (FAQ)
Updated 5/27/2022

LESSON SCHEDULE

How long is each class?

Each class is 30 minutes long.

When do classes meet?

Classes are held over a two week period and they meet 4 days per week Mon-Thursday. There are no classes held on Friday, Saturday or Sunday.

Where can I find lesson times available for my swimmer?

By clicking on Learn to Swim Enroll you will be taken to a screen that shows the practice sessions and slots available for the Learn to Swim program. Click [HERE](#) to be taken there directly.

What equipment do I need to bring to my lesson?

Swimmers should arrive at the pool ready to swim. This includes already being dressed in their swimsuits. Long hair should be secured with a rubber band or swim cap to keep hair out of the swimmer's face during the lesson.

Swimmers should bring goggles. We also recommend bringing slip on shoes for the pool deck which can get hot, a water bottle, and hand sanitizer to the pool for use before and after the lesson.

No other equipment is necessary.

How do I register for lessons?

Registration is online. You can enroll your child/children by visiting our [lessons registration page](#)

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

Please contact the team treasurer at learn.to.swim@swimaqua.org and we will do our best to work with you depending on available openings within our swim schedule.

What is the class student to teacher ratio?

Level 1, 2, and 3 classes are held with a maximum 3:1 student to teacher ratio. Levels 4 and 5 are held with a maximum 4:1 student to 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 your child needs to miss a practice due to illness, please contact the learn to swim director at learn.to.swim@swimaqua.org as soon as possible. We will do our best to work with you for a makeup lesson. Refunds will be evaluated on a case-by-case basis.

My child exhibited symptoms on the COVID checklist and was told not to swim. Can I get a refund or credit?

If your child or a family member exhibits COVID symptoms, please do not attend your swim lesson and contact the learn to swim director at learn.to.swim@swimaqua.org as soon as possible. We will do our best to work with you for a makeup lesson. Refunds will be evaluated on a case by case basis.

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.

CONTACTS

I don't know who to contact for my question

The AQUASTAR learn to swim director can be reached via email at learn.to.swim@swimaqua.org.