

## Madison Aquatic Swim Lessons – Frequently Asked Questions

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

Our lessons are structured on a perpetual month to month basis. This provides all participants with consistency since there is no need to re-register for sessions. Your class time is reserved for your child until you no longer wish to continue taking lessons. If you need to be change class times once registered, contact the Office. Registration is online through our website at [www.madisonaquaticclub.com](http://www.madisonaquaticclub.com).

### **2. What group level do I register my child for in the youth lesson program?**

You do not need to register for a specific level, only for a specific class time. Within every class time, each level is taught. If you are new to our program, your child will be evaluated on the first day of class and placed in proper level.

### **3. How does my child advance to the next level?**

As your child begins our lesson program, they will learn new skills and build upon them. When your child learns and masters the skills and techniques in a particular level, he/she will be advanced to the next level.

### **4. Can I pay by check?**

No. We accept payment by credit card only. Regardless of when you register, you will be charged on the first of the month. There is a \$35 annual registration fee per student that will be charged at registration.

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

No. You are welcome to call or email our office with questions, but all lesson registration must be completed on-line.

### **6. Do you offer a multi-child discount?**

Yes, there is a 5% discount for each sibling in the same immediate family.

### **7. How do I withdraw from lessons?**

If you no longer want to participate in our program or anticipate, you will need to notify us by the 15<sup>th</sup> of the month to avoid getting charged for the next month. Please see our Withdrawal Policy. There are no refunds for partial months once your child is registered.

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

We will work with you to find a class that meets your scheduling needs. However, schedule changes are subject to availability. Schedule changes may be subject to a fee.

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

We reserve the right to combine classes based on enrollment. If this occurs, a staff member will contact you to discuss options to reschedule your child to a different time.

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

Once we reserve a spot in one of our classes to you, it is not available to another person. Madison Aquatic Swim Lessons does not provide credits or make-up lessons for classes missed due to other activities.

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

If your child has any symptoms of illness, DO NOT bring them to the pool for class. Symptoms include, but are limited to, fever, sore throat, cough, vomiting and diarrhea. Make-up lessons available upon request and limited to pool space.