

LEARN TO SWIM - GROUP LESSON PROCEDURES

WEATHER PROCEDURE

Class can continue if the rain is light and the lifeguards can see the bottom of the pool from their seat. Class will immediately cease anytime there is sight of lightning or the sound of thunder. A text message will go out as soon as the weather turns.

Session 1: June 3 – 14**

Session 2: June 17 – 28*

Session 3: July 1 – 12* (NO Class July 4th)

Session 4: July 16 - 26*

Session 5: July 29 – Aug 9*

**Final day of session is for makeup class only! If you have a Township declared rain out date(s), the final Friday of your session is the makeup date. If you have no Township declared rain outs, there will be no class the final Friday of your session!*

Text **81010** to sign up for weather texting updates. In message box put:

@aldenbridg if you are enrolled in group lessons at **Alden Bridge**

@falcwing if you are enrolled in group lessons at **Falconwing**

@sawmll if you are enrolled in group lessons at **Sawmill**

@crkwood if you are enrolled in group lessons at **Creekwood**

@robflemin if you are enrolled in group lessons at **Rob Fleming**

@lakesidegr if you are enrolled in group lessons at **Lakeside**

Junior Swim Team

Text 81010 to sign up for weather and changes to program

@jrridge if you are enrolled in Jr. Swim Team lessons at **Ridgewood**

@jrcreek if you are enrolled in Jr. Swim Team lessons at **Creekwood**

@jrlake if you are enrolled in Jr. Swim Team lessons at **Lakeside (all classes 6, 6:45 & 7:30pm)**

REFUND PROCEDURE

Full refunds will be given to participants who have registered for a program that has been canceled by The Woodlands Township. Refunds may take up to three to four weeks to process. You may request a refund three (3) days prior to the first day of class and receive a full refund minus a \$5 processing fee. If you attend the first day of class and for any reason are not satisfied, you will receive a full refund minus a \$5 processing fee. After the second day of class, no refunds will be available. Refund requests must be emailed to darnold@theowoodlandstowship-tx.gov. You can get a credit to your account to use for a different program. All refunds will be approved by the Aquatics Program Coordinator after the request has been made.

SPECTATOR PROCEDURE

Parents may observe lessons from a chair on the pool deck a minimum of 10 feet away from the pool. This is to reduce distractions to child and instructor during valuable lesson time. Please never approach your child when they are in a lesson and never approach the instructor during a lesson. This can be a great distraction for your child and the instructor. We want the kids focused on the instructor, not the parents. Please also refrain from “coaching” on the sidelines. Again, we want the kids focused on the instructor. Also, you may be coaching your child to do something different than we are teaching. This sends mixed messages and it is confusing to kids. Please be supportive of your child’s efforts in lessons. Learning to swim can be very challenging. Your child’s progress and enjoyment can be enhanced when both you and your child are enthusiastic about swimming.

If you have any questions or concerns please ask the instructors after practice or call the Learn to Swim Coordinator at (281)210-3938.

LEARN TO SWIM – PRIVATE LESSON PROCEDURES

WEATHER PROCEDURE

For up-to-date weather related information regarding your private swim lesson, please call your instructor directly.

If you are unsure if your lesson will be held due to weather, please call your instructor 30 minutes prior to the start of your lesson. Lessons can continue if the rain is light and the lifeguards can see the bottom of the pool from their seat. Lessons will immediately cease anytime there is sight of lightning or the sound of thunder. Any lessons that are missed due to weather will be made up based on a schedule that is decided between you and your instructor.

REFUND PROCEDURE

Full refunds will be given to participants who have registered for a program that has been canceled by The Woodlands Township. Refunds may take up to three to four weeks to process. You may request a refund prior to the first day of lessons and receive a full refund minus a \$5 processing fee. *If you attend the first day of lessons and for any reason are not satisfied you will be charged \$35 for the lesson, and receive a refund for the remaining balance.* After the second (2) day of class, *no refunds will be available.* You can get a credit to your account to use for a different program and the \$5 processing fee will not be deducted. *All refunds request must be emailed to darnold@thewoodlandstowship-tx.gov and will be approved by the Aquatics Program Coordinator.*

If you are taking private lessons and will not be at a lesson when you have one scheduled with the instructor you must let the instructor know 45 minutes prior to the start of the lesson. *Refunds will not be given for any lessons of customers who do not abide by this policy. If your instructor has to cancel a lesson and does not let you know 45 minutes prior to the lesson, you will make up that lesson and be given an additional lesson, free of charge.*

SPECTATOR PROCEDURE

Parents may observe lessons from a chair on the pool deck a minimum of 10 feet away from the pool. This is to reduce distractions to child and instructor during valuable lesson time. Please never approach your child when they are in a lesson and never approach the instructor during a lesson. This can be a great distraction for your child and the instructor. We want the kids focused on the instructor, not the parents. Please also refrain from “coaching” on the sidelines. Again, we want the kids focused on the instructor. Also, you may be coaching your child to do something different than we are teaching. This sends mixed messages and it is confusing to kids. Please be supportive of your child’s efforts in lessons; learning to swim can be very challenging Your child’s progress and enjoyment can be enhanced when both you and your child are enthusiastic about swimming.

If you have any questions or concerns please ask the instructors after practice or call The Learn to Swim Coordinator at (281)210-3938.