

## Swim Lesson FAQ

**QUESTION:** How do I know what level to register my child?

Answer: Read the description of classes on the Swim Lessons for Preschoolers, Kids and Teens page. Choose the level that you feel most fits your child's skill level. The age ranges are there as a guide but on occasion children are ahead or behind their peers in swimming ability or water comfort. If this is the case you need to email the Aquatics Coordinator [Annie.Bunten@CityofPaloAlto.org](mailto:Annie.Bunten@CityofPaloAlto.org) and request an exception to the age restriction. If she grants it then you will need to register by mail, fax or in person and include the age restriction allowance email in your registration paperwork.

**QUESTION:** I guessed the level I think is appropriate for my child but what happens if I was wrong? Or...I signed my child up for multiple sessions throughout the summer, what if my child progresses more quickly or slowly than I anticipated?

Answer: We make every effort to evaluate your child in the first or second day of class and move him or her up or down as needed. As long as we are offering the appropriate level at the same time and location as the class your child is registered for there is no need for additional paperwork. If we are not offering the level you need at the same time or location as your original class we will help you locate the appropriate class and send you to the community center to fill out a transfer form. There is no fee associated with this type of transfer.

**QUESTION:** Should I sign my child up for private swim lessons?

Answer: This depends on your child. Private swim lessons are great for young children overcoming fear of the water who may not be ready for a group lesson, more advanced swimmers who would like to work on technique, swimmers who are older or younger than the recommended age range of the group lesson, or anyone who thrives in a one-on-one learning environment.

**QUESTION:** What do I need to bring to swim lessons?

**Answer:** Please ensure your child is wearing a well fitting, comfortable bathing suit. Kick boards, noodles, diving rings and other teaching tools are provided. Goggles are recommended for Levels 4-6 and Pre-Competitive or if your child does not feel comfortable opening his or her eyes under the water in all levels. Don't forget a towel or robe and some flip flops for before and after the lesson. Swimmers with long hair should tie hair back. Sunscreen is absolutely vital. If you forget yours ask us and we'll let you use some of ours.

**QUESTION:** What do I do if I loved my child's swim lesson instructor and would like to have him or her again?

Answer: Please sign up for another session. On the first day of lessons arrive early and ask the pool manager (wearing a red polo shirt) if you can request an instructor. If the instructor is teaching that session and is available at the time of your lesson we will try to accommodate your request. Please note, we cannot guarantee you will be placed with the instructor of your choice. It is at the discretion of the pool manager on duty whether to accommodate requests. Remember, all of our instructors are great. Different teaching styles can sometimes help swimmers improve.

**QUESTION:** What if my child cries or is afraid?

Answer: Overcoming fear is part of swim lessons. Our swim instruction staff and pool managers are knowledgeable, enthusiastic and very kid-friendly. If you need help encouraging your child into the pool ask our staff for assistance. Instructors will encourage your child to join the class in a manner that's responsive to his/her needs. Sometimes tears can have their root not in fear but in separation anxiety. This is part of the learning process as well. If you feel your child may be experiencing separation anxiety rather than fear of the water it is best to keep your distance during the lesson. Removing yourself from the child's sight during the lesson may be required in certain situations. In such cases, the child will usually calm down when the parent is out of view and be able to focus and rely on the teacher for instruction and help.

**QUESTION:** What if my child is sick?

**Answer:** If your child has a fever or stomach or digestion problems please keep them home from their lesson. If they have a runny nose or a cough swimming does not usually worsen these symptoms. You do not have to alert the pool if your child will miss a lesson due to sickness.

**QUESTION:** Do you offer make-ups or credits for missed classes?

**Answer:** We do not offer refunds, credits, or make-ups for missed classes. If your child is unable to attend, we look forward to seeing your child at his/her next scheduled lesson. Consistency is important. Please do your best to regularly bring your child to swim lessons. If we need to cancel a class for reasons which are within our control, we will offer refunds or credits as appropriate.