

Procedures, Policies & Program Details

Registration & Session Enrollment

- New customer registration and Session enrollment is available online in the Customer Portal, in person, or by phone. Payment is due at the time of Session enrollment.
- Each class has a maximum number of spaces. Register early to guarantee your enrollment.
- Once registration is available for a Season's Sessions, customers are encouraged to sign-up in advance for ALL preferred Sessions. Doing this, consolidates work for the customer and reserves placement. Feel free to consult with the office staff/instructors for help when estimating class progression. Level adjustments are allowed for pre-registered students.
- If a student is the SOLE REGISTRANT or SOLE PARTICIPANT the class will be limited to 30 minutes OR the class could be cancelled. SwimAtlanta will notify the customer in the event of a cancellation to transfer enrollment or offer a refund.
- Instructor requests are always welcomed, but CANNOT be guaranteed.
- **SwimAtlanta DOES NOT automatically re-register customers for additional sessions.**

Absences & Make-Up Classes

- Illness with a Doctor's Excuse: When a Doctor's Note is provided, a free make-up class can be scheduled during the session in which the absence was made, or a SwimAtlanta Credit will be issued into your account for use as payment towards your next registration.
- All Other Absences: SwimAtlanta ONLY excuses and credits absences due to illness with a Doctor's Note. SwimAtlanta encourages you to attend all classes for which you are registered.
- Make-Up Classes: If there is space available within the current Session you can purchase a make-up class for \$10.00. Make-Up classes are never guaranteed and are dependent on availability.

Customer Cancellations, Changes and Session Transfers

- The **DEADLINE** for Session Cancellations, Changes and/or Transfers is **TWO DAYS** prior to each Session's starting date. Any Cancellation, Changes and/or Transfers required after this time will incur a penalty of **\$20.00** plus the charge of each class date that has already passed.

Pool Closing and SwimAtlanta Class Cancellations

- In the event of the pool closing for snow, tornadoes or extreme weather conditions, cancellation notices will be posted on our website: www.swimatlanta.com. In addition, A SwimAtlanta Credit will be issued to the family's account for use as payment toward their next registration.
- SwimAtlanta's pools are grounded and do not close during lightening or thunderstorms.
- In the unlikely occurrence of a class cancellation due to pool maintenance, instructor absence or any other extenuating circumstances SwimAtlanta will notify the customer by email and/or phone of the cancellation. In addition, a SwimAtlanta Credit will be issued to the family's account for use as payment toward their next registration.

Preparation for the First Day of Classes

- For all swimming classes a swimsuit and a towel are required. Goggles are recommended for all levels excluding INF/TOT.
- On the first day of the session, the instructors will call class rosters on the pool deck near the staff office door. Please see the SHOP/Office promptly if the student's name is not called.
- Please arrive at least five (5) minutes before class is scheduled to start.
- Students are NOT allowed to enter the pool before class or stay in the pool after class is dismissed.
- Skill knowledge and performance are evaluated on the first day to ensure all students are properly placed. If the instructor recommends a different level, see the shop/office staff to make the necessary modifications to your registration.
- A parent or adult guardian is required to be the water to participate during each and ALL INF/TOT class(es).
- Non-potty trained children MUST wear a disposable swim diaper AND a plastic/vinyl cover under their swimwear.
- If there are any medical circumstances, learning disabilities, or water experiences that can be of assistance in teaching the student, please notify the instructor before the first class begins.

Student & Parent Protocol

- Children six (6) years and older MUST use the gender appropriate restroom.
- Parents should encourage their child to use the restroom before class and be available to take the child during class, if needed.
- Parents are allowed to wait and watch on the bleachers during class. The pool deck must be kept clear for safety and to limit distraction.
- Parents are allowed to leave the facility when they have secured their child under the direct supervision of their instructor. Parents must be present five (5) minutes prior to the class ending to meet and pick-up their student.
- SwimAtlanta strives to keep a safe, family-friendly environment. In the circumstances that management feels someone is putting themselves and/or others in danger, demonstrating inappropriate behavior, abusing the facility or becoming aggressive, that person will be asked to leave the facility and their registration will be terminated.
- If a student defecates in the pool it is critical that the shop/office staff be notified immediately. The student (regardless of age) then is required to wear both a disposable swim diaper and a vinyl cover under their swimwear. Multiple incidents will result in dismissal from SwimAtlanta.
- Management reserves all the rights to terminate registration at any point. In this event, an adjusted refund will be offered.

Access Customer Portal

***NEW* Customer Registration**

Go to: www.swimatlanta.com > Click on: Swim Lessons > Choose a Pool: Sugarloaf >
Click on: Lesson Registration > Fill-out: Online account info and submit > Go to: Parent Portal

Existing Customers

Session Enrollment & Account Management

Go to: www.swimatlanta.com > Click on: Swim Lessons > Choose a Pool: Sugarloaf >
Click on: Lesson Registration > Click on: [Already a Customer? Click Here](#) > Go to: Parent Portal

Level Information & Descriptions:

Level Placement: View the level descriptions below and choose the best option for the student based on their age and current skills. Level evaluations are available, upon request.

Level Advancements: Students do not automatically move up to the next level. Promotion is awarded once all the skills are consistently mastered and the instructor feels the student is ready for higher challenges.

Level Recommendations: Level recommendations are given by the instructors towards the end or at completion of each Session. The recommendations are to notify you which level the swimmer will need to enroll in for the next session. **If you have registered for a different level than what has been recommended, you will need to contact the office to make Session changes.** Those recommendations are valid for up to two (2) months. After that time, the swimmer's skills may relapse.

Level Certificates: A detailed certificate, listing all skills covered, is given on the last day of each Session.

Infant/Toddler: 6 Months – Up to 3 Years

Infant/Toddler (INF/TOT) – Parent and child participate in water adjustment, basic motor skills and beginner swimming skills. Class Size Limit: 6 | Location: Small Pool

Preschool Levels: 3 Years - 5 Years

Preschool 1 (PS1) – Beginner level with introduction to swimming. This level will focus on motor skills, getting comfortable with face in the water, blowing bubbles, holding their breath, going under water & jumping in the pool. Class Size Limit: 4 | Location: Small Pool

Preschool 2 (PS2) – For children who are comfortable, confident and already going under water unassisted and holding their breath. This level will focus on teaching unassisted swimming for 5-10 ft. Class Size Limit: 4 | Location: Small Pool

Preschool 3 (PS3) – For children who can already swim 5-10 ft. unassisted. This level will focus on beginner's freestyle, arm recovery and introduction to backstroke. Class Size Limit: 5-6 | Location: Small Pool

Preschool 4 (PS4) – For children who can swim 20 ft. unassisted with independent breathing and beginner's freestyle. This level focuses on increasing swimming distance to 25 yards., rotary breathing and backstroke. Class Size Limit: 5-6 | Location: Big Pool (Small Pool during colder season or if noted*)

Grade School & Pre-Competitive Levels: 5 Years - 12 Years

Grade School 1 (GS1) – Introduction to swimming for non-swimmers or those who swim less than 20 ft. This level will focus on teaching a modified freestyle and independent swimming. Class Size Limit: 4 | Location : Big Pool (Small Pool if noted*)

Grade School 2 (GS2) – For those students who swim 20 ft. unassisted. This level will focus on teaching freestyle with side breathing and backstroke techniques for swimming a distance of 25 yards. Class Size Limit: 5-6 | Location: Big Pool

Grade School 3 (GS3) – For those students who can correctly swim freestyle and backstroke for 25 yards. This level will focus on endurance building techniques and diving. Class Size Limit: 6 | Location: Big Pool

Pre-Competitive 1 (PC1) – For students who have strong skills and endurance in freestyle and backstroke. This level will teach breaststroke and butterfly. Class Size Limit: 6 | Location: Big Pool

Pre-Competitive 2 (PC2) – For students who can swim all four (4) strokes proficiently. This level will focus on introduction to competitive techniques and maintaining skills. Class Size Limit: 6 | Location: Big Pool

Adult Levels: 13 Years and Up

Adult Beginner (AB) – This is a beginner's level that will focus on teaching unassisted swimming with a modified stroke. The goal is to be able to swim 2-3 laps unassisted with a beginner's freestyle and/or backstroke. It is encouraged to communicate any specific goals to the instructor during the first class. Class Size Limit 4 | Location: Big or Small Pool

Adult Intermediate (AI) – For teens and adults who already swim freestyle and backstroke looking to improve endurance. This level may teach breaststroke, butterfly and diving depending on the goals of the class. Class Size Limit 5-6 | Location: Big Pool

Adult Stroke Clinic (ASC) – For those who can proficiently swim 2-3 laps unassisted. This level will focus on improving stroke, techniques and distance. The level is geared towards teens and adults looking to join a club swim team. It is encouraged to communicate any specific goals to the instructor during the first class. Class Size Limit: 6 | Location: Big Pool