



### *I'm new. How do I register for swim lessons?*

Online is the best way to register (you get 10% off): [Swim Lesson Account Registration Form](#)  
Click the link above to create your free online account. You'll get an email to set up your username and password. Log in and you'll be able to see real-time class availability.

You can also register person, by email, or phone.

[sugarloafswimschool@swimatlanta.com](mailto:sugarloafswimschool@swimatlanta.com) | tel:678-442-7946

### *Are there any discounts? When do I pay?*

When you select a class for registration, payment is due to reserve your space in the class. Submit your request **online** and we apply the **10% discount** prior to charging the account.

### *When does registration open?*

SwimAtlanta has a year-round swim lesson program.

Session registration is typically available for up to three months at a time:

✪ Jan/Feb/March, ✪ April/Spring Break/May, ☀ June/July, 🍂 August/Sept/Oct, 🌨 Nov/Dec

### *What is a swim lesson "session"?*

A session typically includes **four 40-minute classes** (three, if scheduled around a major holiday).

During the **school year**, sessions are monthly. You choose the day, and time, then it's the same schedule, once a week for a month. For example, Mondays at 4:00pm, would meet four Mondays in a row. You *can* register for additional class days within the same session to increase the number of days per week you swim.

During the **summer**, sessions are weekly, and only meet monthly on Saturdays and Sundays. You choose the week, then it's the same schedule, at the same time of day, four days in a row, for that week. For example, Week 1: Monday, Tuesday, Wednesday, and Thursday at 9:00am, would meet those four days in-a-row that week only. Saturdays would meet three or four Saturdays in a row. Sundays would meet three or four Sundays in a row.

### *How often do I need to register for classes?*

Once registration is open for a season's sessions, customers are encouraged to register in advance for as many sessions as they wish to reserve placement. SwimAtlanta does not automatically re-register students nor reserve space without payment for additional sessions. Level adjustments are allowed for pre-registered students.



### *How many students are in a class?*

4 students max in beginner levels.

6 students max in intermediate and advanced levels, as well as the Infant/Toddler class. (Please see “FAQ New Student Class Levels” link on our website for level descriptions.)

### *What if I'm the only person who registers for or shows up for group a class?*

The class will be limited to 30 minutes if the student is a sole participant. If a student is the sole registrant, the class could be cancelled. SwimAtlanta will notify the customer in the event of a cancellation to transfer enrollment or offer a refund.

### *What if I miss a class, or can't make a class due to a schedule conflict?*

Please consider all other commitments (religious holidays, family events, school events, etc.) when registering. When you register, we reserve a class space for you and have an instructor available whether you attend or not. We understand illness occur, and when a doctor's note is provided, your SwimAtlanta account will receive a credit redeemable towards your next registration.

### *Can I make up a missed class?*

Replacement classes are not readily available. Classes fill quickly, and if no space is available in a class, we cannot add you to it. In the school year sessions, if a class in your level still has an opening by the second week, you can **purchase a replacement class** day for **\$10**, and get added to that open spot for one day. Replacement classes are not offered in the summer sessions.

### *Can I cancel a class?*

Single class days cannot be cancelled, but you can cancel a session in advance. If you notify our office two full business days before your session begins, you can cancel, change, or transfer a session free of charge. 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.

### *Can I request a specific instructor?*

Yes, requests are welcome but cannot be guaranteed.

### *I have a disability; can I take a group class?*



Students with disabilities often thrive in group classes. Students must be able to wait their turn, follow directions, and remain with the class instructor for the entire 40-minute class. Please note your disability at registration and notify the instructor the first day.