

# SWIM ATLANTA *Swim School*

New to swimming, or want to improve your swimming skills? Our experienced instructors will guide you step by step.

 [www.swimatlanta.com](http://www.swimatlanta.com)

## Program Features:

- Skill Progress Updates
- Ages 2 and up
- Indoor Pools

**40-MINUTE  
CLASSES**



**CLASS LEVELS BY AGE**

**SWIM ATLANTA**  
Swim School

**TODDLER AGES 2-3**



**TOT: Parent & Me**  
toddler and parent participate together in water adjustment, safety & basic skill activities  
(*Select Locations*)

**New to SwimAtlanta?**  
Level 1 classes are the best place to start.

**Experienced swimmer?**  
Contact us to schedule a free placement test.

**PRESCHOOL AGES 3-5**



**1**  
**PS1: Beginner**  
non-swimmers intro to safety & basic skills

**2**  
**PS2: Novice**  
can jump in and go underwater

**3**  
**PS3: Intermediate**  
can swim 5 ft. basic freestyle, to backstroke

**4**  
**PS4: Advanced**  
can swim 15ft. basic freestyle & backstroke

**GRADESCHOOL AGES 6-12**



**1**  
**GS1: Beginner**  
non-swimmers intro to safety & basic skills

**2**  
**GS2: Intermediate**  
can swim 40ft. freestyle and backstroke

**3**  
**GS3: Advanced**  
can swim 25 yds. freestyle & backstroke

**PRE-COMPETITION AGES 6-12**



**1**  
**PC1: Elite Team Prep**  
can swim 50 yds. freestyle & backstroke

**2**  
**PC2: Elite Team Prep**  
+can swim 40 ft. breaststroke & butterfly

**3**  
Team Tryout =  
25 yds. freestyle  
25 yds. backstroke  
25 yds. breaststroke  
25 yds. butterfly

**TEEN / ADULT AGES 13+**



**1**  
**AB: Adult Beginner**  
non-swimmers intro to safety & basic skills

**2**  
**AI: Adult Intermediate**  
can swim 40ft. freestyle & backstroke

**3**  
**ASC: Adult Stroke Clinic**  
can swim 25 yds. freestyle & backstroke

# FAQ

## REGISTRATION & CLASSES

# SWIM ATLANTA Swim School

### REGISTRATION:

Click the “Swim School Registration” link of your preferred SwimAtlanta location at [www.swimatlanta.com](http://www.swimatlanta.com). Complete and submit the online form to gain access to the Customer Portal and session enrollment.

### ENROLLMENT:

- Login to the Customer Portal: Click the “Swim School Registration” link again. This time, select “Already a customer? Click here to login” at the top of the form. If needed, click “Reset Password.”
- Policy agreements - please read and agree.
- Go to “Billing & Payments” on the menu and select “Saved Payment Methods.” *Payment method required for enrollment.*
- Lastly, go to “Classes & Events > Find Classes.” It will help you navigate to the classes you want quickly!

Enrollment three to four months in advance is recommended. SwimAtlanta does not automatically re-enroll customers for additional sessions. This is the customer’s responsibility.

**New to SwimAtlanta? Level 1 classes are the best place to start.** Experienced swimmer? Contact us to schedule a free placement test.

### What if I enroll in the wrong level?

For safety, students will be referred to the office to make the necessary enrollment modifications. If a skill-appropriate level transfer is not available within the same-session, the student’s SwimAtlanta account may receive a pro-rated tuition credit redeemable towards future enrollment, or a transfer to the next available session.

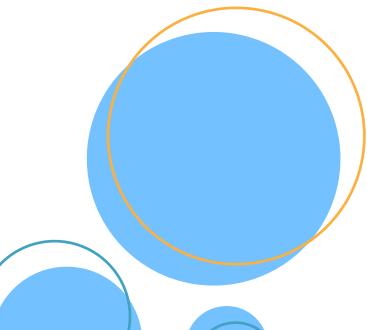
### GROUP CLASS SIZE & DURATION:

#### How many students per class?

Typically, four (4) to six (6) students per class.

#### How long is a class?

Classes start with roll-call and are 40-minutes. If a student is the sole participant, then class is 30-minutes. Sole registrants may be offered a transfer, credit or refund prior to the start of the session.



# FAQ

## SCHEDULES & PAYMENT

# SWIM ATLANTA Swim School

## SCHEDULING

### When do you schedule swim lessons?

Classes are grouped into sessions to give the customer flexibility to alter their schedule on a month-to-month basis. Monthly Sessions and Summer Weekends meet 4-weeks-in-a-row. Monthly Sessions with week-long school vacations (Thanksgiving, Winter and Spring Break) meet 3-weeks-in-a-row, and are prorated. Spring Break and Summer Weekly Sessions meet 4-days-in-a-row, one week. *Piedmont Park is an outdoor pool/Summer only. All other locations are indoor/year-round.*

### What if a class is full?

Waitlists are available for full classes but do not guarantee placement.

### Can I make up a missed class?

A make-up classes **may not be available**. It is at the discretion of the location's swim school manager. If your location permits make up requests, they cost \$10, are subject to availability, must be completed within the session in which the absence occurred if a same-level class is available to schedule after the first week of classes.

### Can I request a specific (male or female) instructor?

Requests are welcome but cannot be guaranteed.

## PAYMENT POLICY

### What forms of payment do you take?

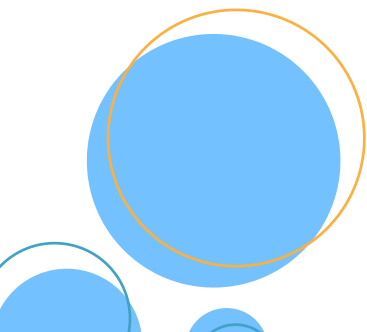
Online enrollment requires a credit card. Cash or check payments may be made in person. Enrollment is dropped for returned checks or declined credit cards.

### What's your refund policy?

**No refunds for absences or tardiness.** No refunds on or after the first day of the session. Enrollment reserves a class space and an instructor. Absences verified by a doctor's note are eligible for a **pro-rated tuition credit** for missed class(es) redeemable towards your next enrollment.

Customers have a **48-hour deadline, TWO (2) full business days**, prior to each Session's start date for Session Changes, Cancellations, and/or Transfers. **After this deadline, \$20 per student** late change fee will be charged to the customer account.

[www.swimatlanta.com](http://www.swimatlanta.com)



# FAQ

## STUDENT PROGRESS

# SWIM ATLANTA

## Swim School

### **SPECIAL NEEDS:**

SwimAtlanta aims for inclusion within a diverse student population. Swim School staff is not specifically trained to work with students who have learning, mental, emotional, or physical disabilities. 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.

### **SKILL ACQUISITION:**

#### **How quickly do students learn to swim?**

Swimming, like any sport or skill, takes time to master. SwimAtlanta Swim School is designed to take a progressive approach to skill acquisition. All instructors teach using repetition; the applicable skills will be covered, each class, until all skills are mastered. All students learn at a different pace.

#### **How can I track my student's progress?**

From entry level to elite, each student's progress is communicated by instructors. Level Recommendation and a Certificate of Achievement with detailed skills checklist are distributed by the last class of a session and are valid for two (2) months, after which skills may relapse.

Students do not automatically move up to the next level after a session is completed. Enroll in the same level until promotion is awarded by the instructor. Promotion to an advanced level is awarded once all the skills are mastered. It is customary for students to continue in a particular level for multiple sessions. Pre-enrolled students who are promoted can request a level transfer in the office.

### **PRIVATE LESSONS:**

#### **Do you offer individual private lessons?**

Private lessons are subject to availability and do not qualify for discounts. Requests must be approved by the swim school manager. Scheduling is limited to times when group lessons and swim team practices are not in session. Priority is given to students who are not able to participate in group lessons.





# SWIM ATLANTA Swim School

## What do I need for class?

- Swimsuit (made of swimwear fabric - Lycra/polyester/nylon)
- Goggles (*no snorkel masks*)
- Towel
- Cap optional
  
- Not-yet toilet trained students require three layers:  
(1) disposable swim diaper, (2) plastic swim diaper cover, (3) swimsuit



SwimAtlanta's retail partner, Reddiset, provides high-quality swim gear at select SwimAtlanta locations and online: [www.reddiset.com](http://www.reddiset.com).

## When should I arrive for class?

Five (5) minutes early, at least. Earlier if you need to change clothes, use the restroom, or purchase equipment in our swim shop.



## Can I drop off my child?

**No, for students ages two to six (2-6).** Toddler students ages two to three (2-3) require a parent/guardian to accompany them in the water. Students ages three to six (3-6) require a parent/guardian at the facility for the entire duration of the 40-minute class. Seating provided.



**Yes, students ages seven (7) and up,** after the student is under the direct supervision of their instructor then return at least five (5) minutes prior to the end of the 40-minute lesson. **Late pick-ups incur a \$10 fee.**

## Are there changing areas?

**Yes,** restrooms are equipped with changing areas and showers. Children ages six (6) and older who still require parental assistance may use the fitting room inside the swim shop at select locations.



## Can I swim without an instructor?

**No, students ages twelve (12) and under** are not allowed in the water without instructor supervision.

**Yes, students ages thirteen (13) and up** *at select locations during lap swim hours only.* Sign-in/Liability Waiver and applicable fees required.

**No lifeguard on duty. Swim at your own risk.**

