

BGSU | **RECREATION** and **WELLNESS**

Frequently Asked Questions for Private/Semi-Private Swim Lessons

1. I'm interested in signing up for private swim lessons. What do I do now?

- Print ALL Private/Semi-Private Lesson forms located on our website.
- Fill out the Registration Form, read and sign the Private Lesson Agreement Form, and familiarize yourself with Frequently Asked Questions located on our website.
- There are four ways to submit forms for registration:
 1. Mail: BGSU Student Recreation Center, 1411 Ridge Road, Bowling Green, OH 43403 –
ATTN: Swim Lesson Coordinator
 2. Fax: 419-372-8454
 3. Deliver: *Student Recreation Center front desk*
 4. *E-mail form as an attachment to smicha@bgsu.edu*

2. I turned in my forms. Now what?

Once your information forms have been received and input into the system, the swim lesson coordinator will contact you by phone to schedule the lessons. The Coordinator will contact you 3-4 days after the forms are received. Lessons are not scheduled until all forms have been turned in and payment has been processed.

3. Who are the instructors?

All instructors have experience teaching lessons and are also certified Water Safety Instructors. Most of our instructors are BGSU undergraduate and graduate students. If you have a preference for a specific instructor or would prefer a male or female instructor, please indicate your preference on the Registration Form. We will do our best to accommodate requests.

4. Do I need to schedule the lessons all at once?

We would prefer all of the lessons to be scheduled at once but adjustments can be made by contacting the coordinator outside of the 24-hour cancellation period.

5. I paid for and scheduled my lessons. What do I do when I come for my lesson?

The Front Desk staff will have a lesson schedule and will let you into the building. From there you go down to the locker rooms to change and then to the pools to meet your instructor. We have family locker rooms for parents with young children located in the sub-basement. Ask an SRC employee for directions. Please note that lessons will start and end promptly, so plan on arriving 10-15 minutes early so that you have time to change into your swim suit and arrive on the pool deck.

6. What if I'm going to be away for a week?

We can certainly work around your schedule so that the lessons will accommodate your availability. (See cancellation policy below.)

7. What is your cancellation and refund policy?

Cancellations are made through the swim lesson coordinator. **Cancellations must be made 24 hours in advance.** Lessons can be rescheduled but a refund will not be issued. Refunds will only be issued for medical reasons, in which case a doctor's note must be presented. If a participant does not show up for a scheduled lesson, it will be forfeited. If a participant in a semi-private lesson cannot attend for any reason, the lesson needs to be rescheduled; otherwise the missing party will forfeit the lesson. In case of an emergency (e.g. sudden illness, family emergency), immediately call the SRC Front Desk, 419-372-2000, to inform them of the situation and they will contact appropriate lesson staff. When calling to cancel, please remember if the SRC is closed, your phone call will go straight to a recording – please call during building hours. Please review SRC building hours on our website. The decision on whether the lesson will result in rescheduling or forfeiture will be at the discretion of the swim lesson coordinator.

8. What if I have an emergency and cannot make a lesson?

In the case of an emergency such as sudden illness or a family emergency, immediately call the SRC Front Desk (419-372-2000) to inform them of the situation and they will contact appropriate swim lesson staff.

9. Do the lessons expire?

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The lessons expire as follows: Fall Lesson Expiration - December 11th, Spring Lesson Expiration - April 30th, Summer Lesson Expiration – August 13th.

10. I'd like my child to participate in a semi-private lesson. What do I need to know?

We do not match up children for semi-private lessons. The participants should have 2-3 children already arranged. The children should be of similar swimming ability; otherwise private lessons are strongly encouraged. If one child cannot attend a scheduled semi-private lesson, the lesson should be rescheduled or the missing party will forfeit the lesson. We require separate registration for each child involved in the lesson. All paperwork from each participant must be submitted, along with payment, before the lessons are scheduled.

11. Where should the parents wait during the lessons?

Parents of private lesson participants are welcome to wait on the pool deck during the lessons. You may also wait in the hallway near the pool area or the Cooper Pool observation area. If you decide to watch from the deck, please do not address your child during the lesson. It is disruptive to the instructor and a distraction to your child. Please be aware the parents are not permitted to utilize the facility or swim during the lesson unless they are members of the facility and the pool is open.

If you have any other questions, please contact the Swim Lesson Coordinator, 419-372-7475.