

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

Frequently Asked Questions for Small Group Swim Lessons

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

- There is no registration form for small group swim lessons.
- There are two ways to registration:
 1. *In-Person: Student Recreation Center front desk*
 2. *Phone: Student Recreation Center front desk, 419-372-2000*
- Questions, please contact swim lesson coordinator, 419-372-7475.

2. I am registered. Now what?

Once registered for small group lessons, 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. When you arrive please utilize the locker rooms to change and then to Andrews pool 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.

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.

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

The Front Desk staff will provide directions 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?

Small group swim lesson participants are encouraged to attend all scheduled dates to ensure their child receives adequate instruction and ample practice time for newly developed skills. (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.** Small group swim lessons cannot be rescheduled and a refund will not be issued. Refunds will only be issued for medical reasons, in which case a doctor's note must be presented. In case of an emergency (e.g. sudden illness, family emergency), immediately contact the swim lesson coordinator and swim lesson instructor to inform them of the situation. 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 contact the swim lesson coordinator. When calling to cancel, please remember if the SRC is closed, your phone call will go straight to a recording.

11. Where should the parents wait during the lessons?

Parents of small group swim lessons 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.

Student Recreation Center • 419.372.2000 • www.bgsu.edu/recwell