ROSE BOWL AQUATICS CENTER

PRIVATE LESSON PROGRAM

Thank you for choosing the Rose Bowl Aquatics Center (RBAC) for your swimmer's water safety and instructional needs. We are committed to providing you and your swimmer with the highest quality instruction and the opportunity to benefit from all that our programs have to offer.

Our goal is to help every swimmer develop confidence, improve their skills, and become safer in and around the water through consistent lessons with experienced, reliable instructors. Private lessons offer the advantage of individualized instruction and undivided attention, allowing instructors to tailor each lesson to the unique needs, abilities, and goals of the swimmer. This personalized approach often allows for faster progress and a more focused learning experience.

Swimmers will be paired with an instructor who best meets their individual needs. Only our most experienced instructors teach private lessons, and **all private lessons take place at the Rose Bowl Aquatics Center.** Lesson requests, booking, and scheduling are coordinated through the Swim Lessons Department.

We take pride in employing instructors who are passionate about swimming, teaching, and promoting water safety for students of all ages. We appreciate the opportunity to work with you and your swimmer and look forward to supporting their progress.

To ensure a positive experience and provide the highest level of service to all our clients, we have established procedures and policies that must be followed. Your understanding and cooperation are essential to participating in our private lesson program.

This packet contains important information regarding private swim lessons, including the forms, policies, and procedures necessary to participate. **Please read the entire packet thoroughly before completing it.** All four pages must be completed and submitted to the Swim Lessons Department before we can proceed with scheduling.

Completed packets may be returned to the front desk, sent via fax, or emailed directly to the Swim Lessons Coordinators.

If you have any questions or need additional assistance, please contact the Swim Lessons Department at **(626) 564-0330, ext. 601.** We are happy to assist you and look forward to helping your swimmer build skills, confidence, and lifelong water safety knowledge.

Swim Lesson Coordinator Contact Information:

Karen Meza-Cortez
Swim Lessons Manager
(626) 564-0330 ext. 405
Fax (626) 470-9649
kmeza@rosebowlaquatics.org

Riley Wilcox
Swim Lessons Coordinator
(626) 564-0330 ext. 407
Fax (626) 470-9649
rwilcox@rosebowlaquatics.org

GETTING STARTED

Please read this packet thoroughly and in its entirety. By choosing to participate in Private or Semi-Private Lessons, you agree to comply with all applicable policies and procedures. We can only process packets that have been completed in full.

The following forms must be completed and submitted:

- Private Lesson Request Form
- Private Lesson Photo Release Form
- Private Lesson 12-Hour Cancellation Policy & Procedures Form
- Private Lesson Policy & Procedures Agreement Form

Scheduling Private Lessons

Step 1:
Complete the Private Lesson packet and return it to the Swim Lessons Department. Printable packets are available on our website, and hard copies can be obtained at the front desk.

Step 2:
Wait to be contacted. The Swim Lessons Department will reach out directly to discuss available days and times for scheduling private lessons. The more flexible the swimmer's availability, the sooner we may be able to schedule a lesson.

Booking Additional Lessons

Clients may book one lesson at a time or schedule up to one full month in advance. To support consistency and make scheduling easier, our goal is to establish a regular monthly schedule for each swimmer whenever possible.

Consistent Schedule Perk

Booking a consistent schedule is beneficial for clients who would like to maintain their preferred day and time for the following month. Clients with consistent schedules will be contacted by the Swim Lessons Department between the 11th and 13th of each month to confirm whether they would like to continue their schedule.

If we do not receive a response by the 14th, the client's reserved time will be forfeited and may be made available to other private lesson clients. Beginning on the 14th of each month, clients on the waitlist will be contacted regarding available consistent days and times.

PAYMENT PROCEDURES

Costs:

- **Private Lessons** are $52.00 per half-hour lesson.
- **Semi-Private Lessons** (maximum of 2 swimmers) are $33.00 per swimmer, per half-hour lesson ($66.00 total). The Center does not provide a matching service. Parents or guardians are responsible for arranging their swimmer's partner in advance.

All payments **MUST** be made through the Swim Lessons Department at the time of reservation. Unlike our group lessons, private lessons offer some flexibility in scheduling. You may reserve one lesson at a time or, for scheduling consistency, book lessons up to one month in advance.

Once payment has been made, **all payments are non-refundable.** Please refer to our 12-Hour Cancellation Policy at the end of this packet for details on how to cancel or reschedule a private lesson.

Any payment arrangement between a client and instructor is strictly prohibited. To avoid any misunderstanding, do not provide your instructor with payment for services in any form, including cash or checks, either at the facility or through any other means. Gifts or gift cards are acceptable, provided they are not offered in exchange for lessons.

ATTENDANCE

Please attend all scheduled lessons to ensure consistent progress. To cancel, contact the Swim Lessons Department at least 12 hours in advance. Cancellations received less than 12 hours before the lesson will be forfeited, with no credit issued.

Emails and voicemails may be submitted at any time. Please contact one of the two representatives listed on the first page to ensure your message is received. Credits are only issued for cancellations received at least 12 hours in advance.

PROCEDURES AND GUIDELINES

- **Check-In:** Please check in at the front desk upon arrival for your lesson.
- **Arrival:** Please arrive at least 10 minutes early to locate your instructor and be ready to begin your lesson on time.
- **Late Arrivals:** If you arrive late, you will receive the remainder of your scheduled 30-minute lesson, provided you are no more than 15 minutes late. If you arrive more than 15 minutes late, the lesson will be forfeited, and the instructor may leave the pool.
- **Meeting Your Instructor:** After checking in, you will be directed to the pool deck to meet your instructor.
- **Pool Location:** Private lessons will take place in either the Recreation Pool or the Therapy Pool. Neither pool is guaranteed. Participants must be comfortable with their lesson taking place in either location.
- **Early Departures:** If a swimmer is unable to complete their lesson for any reason or needs to leave early, no credit or refund will be issued.
- **Facility Closures:** The Rose Bowl Aquatics Center is open year-round for private lessons, including many school and national holidays. However, the Center may have scheduled closures due to UCLA football games or other events taking place in the park or at the stadium. Please check with the Swim Lessons Department and your instructor if your lesson falls on a holiday or event day. Some closures are also posted on our website homepage: www.rosebowlaquatics.org.
- **Semi-Private Lessons:** For semi-private lessons to be successful, both participants must be of similar age and swimming ability.
- **Weather:** All private lessons are held rain or shine. In the event of thunder or lightning, the pool will be closed. Depending on the amount of lesson time impacted, an appropriate credit may be issued toward a future transaction.

FREQUENT ABSENCES

Frequent absences make it difficult for students to progress in their swimming abilities. Because we reserve space in each class for enrolled participants, excessive absences may also prevent other students from participating in that class or activity. Most absences will not result in any action from the organization. However, if the organization determines that a student has missed an excessive number of lessons (50% or more) within a given session or month, the student may be removed from the class/activity. In these circumstances, a credit will be issued to the student's RBAC account for the remaining lessons scheduled. The Rose Bowl Aquatics Center reserves the right to refuse service to anyone.

RESCHEDULING LESSONS

Lessons may be cancelled and rescheduled if the Swim Lessons Department is notified at least 12 hours in advance. If the instructor has availability that accommodates your schedule, the lesson may be rescheduled. If rescheduling is not possible, the credit will remain on your RBAC account to be used toward future bookings. If a lesson is cancelled by the Rose Bowl Aquatics Center due to circumstances beyond our control (i.e., contamination, lightning, instructor illness, etc.), a credit will automatically be issued to your RBAC account for future bookings.

REFUND POLICY

Once private lessons have been scheduled and paid for, no refunds will be issued. Refunds are not provided for missed lessons, cancelled lessons, or any other circumstances. If a lesson is cancelled by the Rose Bowl Aquatics Center due to circumstances beyond our control (i.e., contamination, lightning, instructor illness, etc.), a credit will automatically be issued to your RBAC account for future bookings.

SAFETY AND CONSIDERATION FOR OTHERS

Please do not enter, or allow your swimmer to enter, the pool until the instructor is present and ready to begin the lesson. During the lesson, please keep all belongings off the pool deck and walkways. Lifeguards and staff must be able to move freely around the pool deck to facilitate other programs and respond to emergencies. If a child is participating, parents are required to remain at the facility for the duration of the lesson. Parents/guardians should not enter the water and are expected to wait in the designated waiting area unless the swimmer's instructor requests their participation.

PROPER SWIMMING ATTIRE & PREPARING FOR THE LESSON

Please wear a comfortable swimsuit. Rash guards and wetsuits are also permitted. Goggles are highly recommended and should be worn throughout the entire lesson. You may bring your own goggles or use the Center's goggles during the lesson. Water shoes may be worn to the lesson but must be removed before entering the water. Please apply sunscreen at least 30 minutes before entering the water to allow it to set properly. Rash guards may be worn in place of sunscreen on the body. Please have your child use the restroom before their lesson and avoid feeding them within 30 minutes of the lesson. If your swimmer is not potty trained or may have a bowel movement in the water, an approved swim diaper that fits snugly around the legs must be worn. Please ensure long hair is tied back and fingernails are trimmed.

INSTRUCTOR

Your instructor will be waiting for you on the pool deck. Instructors can be found under the scoreboard, in the Recreation pool or the Therapy pool. Communication between the instructor and client is encouraged. Please feel free to discuss any details or concerns regarding your or your child's lesson directly with your instructor. Our swim lesson instructors are CPR certified, participate in monthly in-services, and are experienced in working with children and teaching in the water. If your instructor requests any type of payment made directly to them, please notify the Swim Lessons Department immediately.

PERMISSION AND PHOTO RELEASE

On occasion, students may be photographed or filmed for promotional and educational purposes. Verbal consent will be obtained prior to taking any close-up images.

CONTAMINATION

In the event of a contamination, we will make every effort to move your lesson to another pool within the center. If alternate pool space is unavailable, a credit will be issued to your RBAC account for use toward future bookings. Pool closures due to contamination are necessary to protect the health and safety of all swimmers and patrons.

Depending on the type of contamination, staff will determine the length of the pool closure. We ask for everyone's assistance in preventing contamination. All patrons should use the restroom before entering the water. Swimmers under the age of 3, as well as babies and swimmers who are not potty-trained, are required to wear an approved swim diaper. Please ensure swimmers do not eat within 30 minutes prior to entering the pool to allow adequate time for digestion.

12 HOUR CANCELLATION POLICY

The Swim Lessons Department must be notified at least 12 hours in advance to cancel or reschedule a lesson for any reason. Lessons cancelled within 12 hours of the scheduled time will not receive a make-up lesson or credit. If your child wakes up sick or you suspect they may be getting sick, please contact the Swim Lessons Department so the instructor can be notified. If you cannot reach the department, please leave a voicemail at (626) 564-0330 ext. 601.

Unfortunately, missed lessons must still be charged if the phone call or message is received less than 12 hours in advance. Although we understand that emergencies and illnesses occur, private lesson instructors are unable to adjust their schedules at the last minute and have reserved that time specifically for you or your swimmer.

For scheduled absences (vacations, doctor's appointments, etc.), you must notify the Swim Lessons Department to cancel the lesson. If you miss a lesson that has already passed, a credit will only be issued for medical reasons when a doctor's note is provided.

The Rose Bowl Aquatics Center Swim Lesson Program does not follow school or national holiday schedules. Please contact the Swim Lessons Department to confirm whether the Center will be closed for any holidays.

Please keep this Private Lesson Information Packet for future reference.

Private Lesson Request Form

Rose Bowl Aquatics Center

1. Swimmer's Name:_____ **DOB**:__ /__ /__ **Gender:** M F

2. Swimmer's Name:_____ **DOB**:__ /__ /__ **Gender:** M F

Parent/Main Contact Name:_____ **DOB**:__ /__ /__ **Gender:** M F

Address:_____ City:_____ Zip Code: _____

Home #: ( ) _____ Work/Cell #: ( ) _____

Email:_____

Between the hours of 8:00am – 8:00pm
(Circle preferred day and fill out preferred window of time)

Monday	Tuesday	Wednesday	Thursday	Friday
_____ am/pm	_____ am/pm	_____ am/pm	_____ am/pm	_____ am/pm

Between the hours of 9:00am – 4:30pm
(Circle preferred day and fill out preferred window of time)

Saturday	Sunday
_____ am/pm	_____ am/pm

Currently in Groups: Yes No Special Needs: Yes No

1. Swimmer's Level:_____ Swimmer Needs To Work On:_____

2. Swimmer's Level:_____ Swimmer Needs To Work On:_____

Instructor Requested by Swimmer: _____ (not guaranteed)

Date Originally Posted: _____

OFFICE USE ONLY

Instructor: _____

Date & Time of first lesson: _____

Notes: _____

12 Hour Cancellation Policy & Procedures Form

Rose Bowl Aquatics Center

The Swim Lessons Department must be notified at least 12 hours in advance to cancel or reschedule a lesson for any reason. If a lesson is cancelled less than 12 hours before its scheduled time, no make-up lesson or credit will be issued. If your child wakes up sick or you suspect they may be getting sick, please contact the Swim Lessons Department to notify the instructor of their absence. If you cannot reach the department, please leave a voicemail at (626) 564-0330 ext. 601.

Unfortunately, we are still obligated to charge for a missed lesson if the phone call and/or message is received less than 12 hours in advance. Although we understand that emergencies and illnesses occur, private lesson instructors are unable to adjust their schedules at the last minute and have reserved that time specifically for you or your swimmer.

If you have a scheduled absence (vacation, doctor's appointment, etc.), you must cancel the lesson by notifying the Swim Lessons Department. If you missed a lesson that has already passed, a credit will only be issued for a medical-related absence when a doctor's note is provided.

The Rose Bowl Aquatics Center Swim Lesson Program does not follow school or national holiday schedules. Please check with the Swim Lessons Department to confirm whether the Center will be closed for any holidays.

By signing below, I acknowledge that I have read, understand, and agree to follow the 12 Hour Cancellation Policy.

_____

Swimmer's Full Name (please print)

_____ Date_____

Swimmer's Signature

_____

Parent/Guardian Full Name (please print)

_____

Parent/Guardian Signature (if swimmer is under 18) Date_____

Private Lesson Photo Release Form

Rose Bowl Aquatics Center

All patrons participating in programs at the Rose Bowl Aquatics Center (RBAC) are required to complete a photo release form. This allows RBAC to photograph the facility, pools, staff, and programs without needing to obtain individual consent from every person present at the time. Most photographs will be taken from a distance.

Occasionally, students may be photographed or filmed for promotional purposes or educational materials. These images will only be taken by an RBAC employee, who will identify themselves and obtain verbal consent from the parent/guardian before taking any photographs or videos. Parents/guardians may decline to participate at that time.

By signing below, I acknowledge that I have read, understand, and agree to follow the Private Lesson Photo Release Form.

_____

Swimmer's Full Name (please print)

_____ Date_____

Swimmer's Signature

_____

Parent/Guardian Full Name (please print)

_____

Parent/Guardian Signature (if swimmer is under 18) Date_____

Private Lesson Policy & Procedures Agreement Form

Rose Bowl Aquatics Center

I have read the Private Lesson packet and understand the policies and procedures outlined within. I understand that following these policies is essential to ensuring a safe, consistent, and high-quality learning experience for all participants.

I understand that the first lesson will serve as an assessment of the swimmer's skills and abilities. The Rose Bowl Aquatics Center reserves the right to recommend or move a swimmer to a more appropriate program to ensure their safety and support their progress.

I understand that I may contact the Swim Lessons Department with any questions, comments, or concerns regarding the program and that staff will be available to assist me.

By signing below, I acknowledge that I have read, understand, and agree to follow the Private Lesson Policies & Procedures.

_____

Swimmer's Full Name (please print)

_____ Date_____

Swimmer's Signature

_____

Parent/Guardian Full Name (please print)

_____

Parent/Guardian Signature (if swimmer is under 18) Date_____