

ROSE BOWL AQUATICS CENTER

PRIVATE LESSON PROGRAM

Thank you for choosing our facility for your water safety needs. We are here to ensure that you and your swimmer receive the highest quality instruction and benefits from all we have to offer. The goal of our program is to make students water safe by providing consistent lessons with reliable instructors. Faster progress is the hallmark of our private lesson program due to the undivided attention from the instructor. Private lesson clients will be paired up with an instructor that best meets the needs of each individual swimmer. Only our most experienced instructors teach private lessons. All private lessons are done at the Rose Bowl Aquatics Center. Booking and scheduling of private lessons will be done through the Swim Lessons Department. We pride ourselves on employing instructors that are passionate about the water and increasing water safety for students of all ages.

We do appreciate the opportunity to work with you and your swimmer. In order to provide the best service possible for all clients, there are a few procedures and policies that must be followed. Your cooperation is essential to participating in this program.

This packet contains all of the vital information pertaining to private swim lessons. Please read entire packet thoroughly before completing. We will need all 4 pages completed and submitted to the Swim Lessons Department in order to proceed with booking. You may return completed packets to the front desk, via fax or they can be emailed directly to the Swim Lessons Coordinators. If you find that you still have questions regarding private swim lessons, please contact the Swim Lessons Department at (626)564-0330 ext. 601. We would be happy to further assist you.

Swim Lesson Coordinator Contact Information:

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

Tia Johnson
Swim Lessons Coordinator
(626) 564-0330 ext. 417
Fax (626) 470-9649
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360 North Arroyo Boulevard – Pasadena, CA 91103
PHONE (626) 564-0330 – FAX (626) 470-9649 – WWW.ROSEBOWLAQUATICS.ORG

Mission Statement: To help everyone achieve their personal best by providing the finest aquatic educational, competitive, therapeutic, and recreational programs

GETTING STARTED

Please read entire packet thoroughly. If you choose to participate in Private or Semi-Private Lessons we will assume that you are agreeing to comply with all policies and procedures. We will only proceed with packets that are filled in their entirety.

Forms included that need to be turned in are:

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

Scheduling Privates:

Step 1:

Fill out the Private Lesson packet and return it to the Swim Lessons Department. Printable packets can be found on our website. Hard copies can be found at the front desk.

Step 2:

Wait to be contacted. The Swim Lessons Department will contact the client directly and discuss days and times available to schedule private lessons. The more flexible the swimmer's availability the faster a private lesson may be scheduled.

Booking Additional Lessons:

You may book one lesson at a time or up to a full month in advance. For consistency and ease in booking, our goal is to try and create a consistent monthly schedule for each student.

Consistent Schedule Perk:

Booking a consistent schedule is beneficial to our clients if they are looking to hold a time slot for the following month. Consistent clients are contacted by our swim lessons office sometime between the 11th and the 13th of each month to confirm if they would like to keep their consistent day and time. **If the swim lessons department fails to hear back from clients with a consistent day and time prior to the 14th, their time will be forfeited and may be booked by other private lesson clients. Starting on the 14th of each month clients on the waitlist will be contacted about consistent days and times.**

PAYMENT PROCEDURES

Costs:

- **Private Lessons** are \$52.00 for each half hour lesson.
- **Semi-Private Lessons** (2 swimmers max) are \$33.00 for each swimmer, for each half hour lesson (\$66 total). The center does not provide a matching service. Pairs need to be arranged by parents or guardians in advance.

All payments **MUST** be made through the Swim Lessons Department at the time of reservation. Unlike our group lessons, there is some flexibility when scheduling private lessons. You may reserve one lesson at a time or for schedule consistency purposes you may book up to one month in advanced. **Once a payment is made, there are no refunds.** Please see our 12 Hour Cancellation Policy at the end of this packet for more details on how to reschedule or cancel a private lesson.

Any agreement between client and instructor of payment is forbidden. To avoid suspicion do not hand your instructor any type of payment for services (cash or check) at the facility or through any other means. Gifts/ gift cards are appropriate as long as they are not in exchange for lessons.

ATTENDANCE

Please attend all scheduled lessons. Consistency is key in order to see progress. If a cancellation must be made, please contact the Swim Lessons Department at least 12 hours in advance. If the message is received within 12 hours of the lesson taking place, the lesson will be forfeited and no credit will be issued. Emails and voicemails can be sent at all times of the day. Please make sure to contact one of the 2 representatives listed on the first page to ensure that your message is received. Credits will be issued as long as the message was received at least 12 hours in advance.

- When coming to your lesson, please be sure to check in at the front desk
- Please arrive 10 minutes early to locate your instructor before the lesson starts
- If you are late for your private lesson, you can expect to receive the remainder of your 30 minutes. as long as you are no more than 15 minutes late. If you are more than 15 minutes late, that lesson is forfeited and the instructor is able to exit the pool
- You will be directed to the pool deck to meet your instructor
- Private lessons will take place in the Recreation Pool or the Therapy pool. Neither space is guaranteed. Participants need to be okay with their lesson taking place in either pool.
- If the swimmer cannot finish the lesson for any reason and or needs to leave early, the lesson will not be credited or refunded in any way
- The Rose Bowl Aquatics Center is open year round for private lessons and remains open for many school and national holidays. The Rose Bowl Aquatics Center may have scheduled closures due to UCLA football games and other events held in the park or at the stadium. Please check with the Swim Lessons Department and your instructor if your scheduled lesson falls on any of these holidays or event days. Some closures are also posted on our website homepage www.rosebowlaquatics.org.
- All private lessons will be held rain or shine. In the event of thunder or lightning, the pool will be shut down. Depending on how much of the lesson was impacted, an appropriate credit will be issued to use towards a future transaction.

FREQUENT ABSENCES

Frequent absences make it difficult for the student to progress in their swimming abilities. Since we reserve a certain amount of space in each of our classes, frequent absences have the ability to prevent other student's from participating in that class/activity. Most absences will not result in any sort of action from the organization. **However, if the organization determines that an excessive amount (50% or more) of lessons have been missed in 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 however many classes are remaining in that session. 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 works for your schedule, the lesson can be rescheduled. If not, the credit will remain on your RBAC to use towards future bookings. In the event the lessons were cancelled on behalf of the Rose Bowl Aquatics Center due to events or circumstances that were beyond

our control (i.e., contamination, lightning, instructor illness, etc.) you will automatically receive a credit on your RBAC account to use towards future bookings.

REFUND POLICY

Once you have scheduled and paid for private lessons, no refunds will be issued. Refunds will not be given for missed lessons, cancelled lessons, or any other circumstances. In the event the lessons were cancelled on behalf of the Rose Bowl Aquatics Center due to events or circumstances that were beyond our control (i.e., contamination, lightning, instructor illness, etc.) you will automatically receive a credit on your RBAC account to use towards 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 away from the walk ways. Lifeguards and staff need to be able to move freely on the pool deck to implement other programs or in the event of an emergency. If a child is participating, we ask that parents stay at the facility throughout the duration of their lesson. Parents/ guardians do not get in the water, and are expected to wait in the designated waiting area during the swimmer's lesson, unless the swimmer's instructor asks for the parent's participation.

PROPER SWIMMING ATTIRE & PREPARING FOR THE LESSON

A comfortable swimsuit should be worn. Rash guards or wetsuits can also be worn. Goggles are highly recommended, and to be worn throughout the entire lesson. You may supply your own personal 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 sun block at least 30 minutes prior to entering the water. This will allow the sunscreen to set and not wash off the second you enter the water. Rash guards can be used in lieu of sunscreen on the body. Please have your child use the restroom prior to their lesson. Please do not feed your child within 30 minutes prior to their lesson. If your swimmer is not potty trained or could possibly have a bowel movement in the water, an approved swim diaper must be worn that fits tightly around the legs. Please have long hair tied back and nails 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 instructor and client is encouraged. Please feel free to discuss details about your or your child's lesson with your instructor. Our swim lesson instructors are CPR certified and go through monthly in-services. All our instructors are qualified in working with children and are experienced in the water. If your instructor asks for any type of payment made directly to them, please notify the Swim Lessons Department immediately.

PERMISSION AND PHOTO RELEASE

On occasion, students are photographed and filmed for promotional and educational purposes. Verbal consent will be obtained prior to any close up images being taken.

CONTAMINATION

In the event of a contamination, we will do everything to try and move the lesson to another pool here at the center. In the event pool space is not available, we will issue a credit on your RBAC account to use towards future bookings. Closures due to contaminations are done to protect the health and safety for all swimmers and patrons.

Depending on the type of contamination, staff will determine the amount of time the pool will be closed for. We need everyone's assistance in preventing contaminations. We ask that all patrons use the restroom before entering the water. We also mandate that all swimmers under the age of 3 and any babies or swimmers who are not potty-trained wear an approved swim diaper. **Please do not allow swimmers to eat within 30 minutes prior to entering the pool in order to allow the food proper time to digest.**

12 HOUR CANCELLATION POLICY

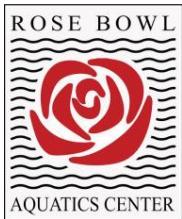
The Swim Lessons Department must be notified at least 12 hours in advance to cancel or reschedule a lesson for any reason. If a lesson is cancelled within 12 hours of the lesson taking place, no make-up lesson or credit will be issued. If your child wakes up sick or you sense that your child is getting sick, please contact the Swim Lessons Department so that the instructor can be made aware of your absence. If you cannot reach the Swim Lessons Department, please leave a voice message at (626)564-0330 ext. 601

Unfortunately, we are still obligated to charge for the missed lesson if the phone call and/or message is documented less than 12 hours in advance. Although we recognize emergencies and illnesses do occur, private lesson instructors are left unable to adjust their schedules at the last minute and are reserving their time for you or your swimmer.

If you have a scheduled absence (vacation, doctors' 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 if the lesson was missed for a medical reason and a doctor's note was provided.

The Rose Bowl Aquatics Center Swim Lesson Program does not run concurrent with school and national holiday schedules. Please check with the Swim Lessons Department to find out if 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

How Many Times a Week: _____

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)

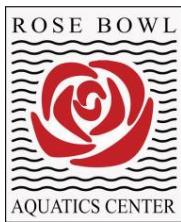
Date Originally Posted: _____

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 within 12 hours of the lesson taking place, no make-up lesson or credit will be issued. If your child wakes up sick or you sense that your child is getting sick, please contact the Swim Lessons Department so that the instructor can be made aware of your absence. If you cannot reach the Swim Lessons Department, please leave a voicemail message at (626)564-0330 ext. 411

Unfortunately, we are still obligated to charge for the missed lesson if the phone call and/or message is documented less than 12 hours in advance. Although we recognize emergencies and illnesses do occur, private lesson instructors are left unable to adjust their schedules at the last minute and are reserving their time for you or your swimmer.

If you have a scheduled absence (vacation, doctors' 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 if the lesson was missed for a medical reason and a doctor's note was provided.

The Rose Bowl Aquatics Center Swim Lesson Program does not run concurrent with school and national holiday schedules. Please check with the Swim Lessons Department to find out if the Center will be closed for any holidays.

I have read, I understand, I accept and agree to follow the 12 Hour Cancellation Policy.

Swimmer's Full Name (please print)

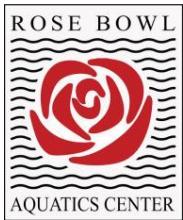
Swimmer's Signature

Date _____

Parent/Guardian Full Name (please print)

Parent/Guardian Signature (if swimmer is under 18)

Date _____



Private Lesson Photo Release Form

Rose Bowl Aquatics Center

Every patron participating in programs at the Rose Bowl Aquatics Center has to complete a photo release form. The center has to be able to take photos of the facility, pools, staff, and programs without tracking down everyone at the facility at that time. The majority of photos will be taken from afar.

On occasion, students are photographed or filmed to be highlighted for promotional purposes or educational materials. This will only ever be done by an RBAC employee. RBAC employees will identify themselves and ask parents/ guardians for verbal consent prior to taking any images. At that point in time, you may decline to participate if you wish.

I have read, I understand, I accept and agree to the Private Lesson Photo Release Form.

Swimmer's Full Name (please print)

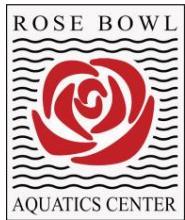
Swimmer's Signature

Date _____

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 all policies and procedures. I understand in order for the swimmers to receive the highest quality instruction and benefits from the program it is essential for all clients to follow all necessary procedures.

I know that I am able to contact the Swim Lessons Department with any questions, comments or concerns regarding the program and they will be able to assist me.

I have read, I understand, I accept and agree to follow the Private Lesson Policies & Procedures.

Swimmer's Full Name (please print)

Swimmer's Signature

Date _____

Parent/Guardian Full Name (please print)

Parent/Guardian Signature (if swimmer is under 18)

Date _____