

THE POOL SCHOOL FAQ's

Contents

- Location 3
- SCHEDULE 4
- ENROLLING 4
 - How do I enroll my child for swim lessons? 4
 - I read the descriptions of your levels and I think my child is somewhere in the middle of two levels; should I register for the higher or the lower level?..... 4
 - I see classes are held on Monday/Wednesday and Tuesday/Thursday. Is it possible to have my child attend on Monday and Tuesday? 5
 - If I am signing up for more than one session 5
 - What if I/my child gets put on a waitlist?..... 5
 - Do you offer multiple family member discounts?..... 5
 - Do you offer Private (one on one) lessons? 5
- PREPARE: 5
 - Should my child use goggles? 5
 - Do parents need to be in the water with their child? 6
 - Can I stay and watch during my child’s lesson? 6
 - What should I do if my child cries during swim lessons? 6
 - My child was recently or is not potty trained?..... 6
 - My child is or was recently sick with a stomach bug? 6
 - What do I need to bring to class? 7
 - How long do you think it will take before my child learns to swim?..... 7
- BEHAVIOR – POOL RULES: 7
- ATTENDANCE: 7
 - How will I know when a class is cancelled due to weather conditions? 7

What if my child is sick?..... 8

Are make-up lessons the same as my child’s regular lesson? 8

Make-up Lessons: 8

CANCELLATION AND TRANSFER POLICY: 9

Location:

1880 Wolf River Blvd, Collierville, TN 38017
Phone: 901-386-1999
Email: poolschool1@att.net



SCHEDULE:

Individual class schedules can be viewed on our website by selecting the "Enroll Now" link located at the bottom of every page on our website or "Class Schedules" link on the left side of our home page.

Four-Week Sessions are held during the school year August through May. Students attend class two times a week. Twice weekly lessons are scheduled either: Monday and Wednesday or Tuesday and Thursday. Each class is 30 minutes in length.

Class Times August through May

3:30pm, 4:05pm, 4:40pm, 5:15pm, 5:50pm, 6:25pm

Two-Week Sessions are taught during the summer months June through July. Students attend Monday, Tuesday, Wednesday and Thursday for two weeks. Each class is 30 minutes in length.

Class Times for June through July

9:00am, 9:35am, 10:10am, 10:45am, 11:20am, 3:00pm, 3:30pm, 4:05pm,
4:40pm, 5:15pm, 5:50pm, 6:25pm

Saturday Lessons are held year round in Four-Week Sessions. Each level has one time slot on Saturday's. Dates and times are listed on our website's "Class Schedules" page.

Closures due to observance of a holiday are posted online with the Session dates. Holiday make-up lesson dates are subject to change, based on campus activities and space available.

ENROLLING:

How do I enroll my child for swim lessons?

To enroll or view class schedules and tuition:

- Click the "**Class Schedules or Enroll Here**" link on our home page.
- Select the "**Session**" of weeks you are interested in attending. (Next page shows - Schedule of Class, Days, Times, Openings available and Tuition.)
- To select a class, click the "**Register**" link to the left of the class you choose.
- A new window will open with the online registration form.

Returning students can be easily enrolled using The Pool School [customer portal](#). The first time using the portal, you'll need to obtain a password by clicking, "*Forgot your password or need to get started*" in the login box. A temporary password will be emailed to the email listed with your account.

I read the descriptions of your levels and I think my child is somewhere in the middle of two levels; should I register for the higher or the lower level?

If unsure, choose the lower level. Students' ability levels are assessed on the first day of each session to determine if they are placed in the proper class. If your child ends up needing to be moved, it is easier on them to move them up a level than to move them down level.

I see classes are held on Monday/Wednesday and Tuesday/Thursday. Is it possible to have my child attend on Monday and Tuesday?

Careful planning has gone into developing our class schedules. Several unfavorable things happen when a student attends lessons spread across two different classes. First, every other lesson would possibly be taught by a different instructor. Second, students lose their peer group connection with class mates. Third, our program used for enrollment would handle it as two enrollments, including fees, with each student missing one-half of their scheduled lessons. If your family schedule does not accommodate Mon/Wed, Tue/Thu or SAT class times, [private lessons](#) may be a good alternative.

If I am signing up for more than one session of swim lessons, should I sign them up for a higher level each session?

No. Please do not try to predict your child's progress. When enrolling your child please keep in mind each student progresses at their own rate and are taught accordingly. The best practice when enrolling for future sessions is to enroll in their current level and ask the instructor for feedback on your child's progress. On the last day of each session students receive a certificate. To transfer enrollment to a higher level please call 901386-1999 or email our office poolschool1@att.net.

What if I/my child gets put on a waitlist?

If you or your child gets put on a waitlist, first, please don't show up to the swim lesson. We have student/teacher ratios that we need to keep for safety reasons. If we have a cancellation or an opportunity to open the class up to more participants due to adding an additional instructor, we will call you directly to confirm your plans on attending the class.

Do you offer multiple family member discounts?

We do not offer discounts for multiple family members.

Do you offer Private (one on one) lessons?

The Pool School offers private lessons providing individual instruction for all levels of swimmers. Each lesson is 30 minutes in length. The fee is \$35.00 per lesson. To schedule a private lesson please visit our website's Private Lesson page. There you will find a link to our online calendar. Simply select a day and time of the instructor of your choice. Complete the registration form to purchase that particular lesson. Existing clients can register for private lessons via the Customer Portal under the Events tab. Because Private Lessons are by appointment only please allow a minimum of 24 hours between reserving your lesson and the lesson start time. If you are unable to attend a scheduled lesson and would like to cancel or reschedule please call or email our office at least 24 hours prior to the lesson time. No-show's will not be rescheduled or refunded.

PREPARE:

Should my child use goggles?

The use of goggles is a personal choice. Some students may have eyes that are sensitive to pool water and benefit from the protection goggles provide. Other students may not

feel comfortable wearing goggles on their face. Goggles may provide better sight while in water but can distort a child's vision out of the water such as while walking on the pool deck. When making a choice, consider what works best for your child.

Do parents need to be in the water with their child?

The only class in which a parent or guardian must be in the water with their swimmer, is the Parent/Tot class. Other than the Parent/Tot class, parents may not enter the water with their children. Seating is provided on the pool deck for the parents and families to watch the classes and support their swimmers.

Can I stay and watch during my child's lesson?

Yes, The Pool School encourages parents and families to watch as their child learns. It's a great opportunity to encourage and support your swimmer with smiles and thumbs up. Seating is provided along the outer edge of the pool deck. Please refrain from sitting or standing at the pool's edge during class time.

What should I do if my child cries during swim lessons?

When a child cries during a swim lesson it's very tempting to reach out and comfort them. They may be uncomfortable in their new surroundings, being in the pool water or separated from you. This is not uncommon. Our instructors will work with your child to ease their fears. It could possibly take several lessons before a child develops trust and confidence, so patience is key to the learning process.

Each child's individual needs vary. Here are a few pointers.

- Arrive at least 15 minutes prior to their first lesson. This will allow your child to become accustomed to their new environment. By watching a class in progress he/she will gain the concept of what they are going to be doing. Take advantage of this opportunity to point out to your child the fun things other kids are doing in their lessons.
- Much like at daycare, many children will relax and focus on their instructor once the parents are not with view. If you feel this applies to your child, the aquatic center is large enough for you to move to a seat beyond your child's line of site.
- Show your child you are confident and eager for them to enjoy learning to swim.
- Include positive conversations about swimming before and after a lesson.
- Turn those tears into cheers by focusing on their accomplishments big and small.

My child was recently or is not potty trained?

Swim diapers are required for any child not potty trained. Both re-useable and disposable swim diapers are approved. Ensure the fit is snug at the waist and thighs to prevent leakage.

My child is or was recently sick with a stomach bug?

Diarrhea and swimming don't mix! If swimmers are ill with diarrhea, the germs that they carry can contaminate the water if they have an "accident" in the pool. Even the best swim diaper cannot contain diarrhea. Students who have had diarrhea should avoid swimming until symptoms are gone.

Likewise, students experiencing nausea and/or vomiting should avoid swimming until they show no symptoms.

What do I need to bring to class?

The only necessary things to bring to class are a swimsuit and towel. Changing rooms are located in the Field House.

How long do you think it will take before my child learns to swim?

The length of time needed for a child to learn to swim is nearly impossible to forecast. Not much different from learning other physical skills such as riding a bike, learning to swim uses motor skills they have yet to master. Physical abilities and confidence play a major role in the learning process. An older and more confident student will progress faster than a younger less experienced student by comparison. The Pool School instructors are committed to allowing each student to learn and develop at their own pace. Our goal is to see each student master the skill sets needed to become strong swimmers and enjoy the learning process.

BEHAVIOR – POOL RULES:

1. Do not enter the water until teacher starts class.
2. Do not return to the water once class has ended.
3. Do not run, the pool deck is slippery.
4. No pushing.
5. No gum.
6. No diving in shallow end of pool.
7. No cut-offs for swimsuits.
8. Do listen to your instructor.
9. Do be courteous and respectful of others.
10. Do have fun!

ATTENDANCE:

How will I know when a class is cancelled due to weather conditions?

In the event of school closure due to weather conditions The Pool School will notify families by:

1. Email/Text - An email/text is sent to families with lessons scheduled on that date and time.
2. Portal - A notice is posted on the customer portal Announcements section in bold red text.
3. Facebook – Closings are announced in a Facebook posting.

During extreme weather conditions, such as when winter icy weather occurs, the Headmaster of St. Georges Independent School may close the campus to all activities. School closing announcements are made on local TV news stations. If St. George's is listed as closed on the "School Closings" ticker, The Pool School will then also be closed.

What if my child is sick?

In the event your student is ill, feverish or contagious, please keep him/her at home to recover. It's important to prevent the spread of infection to instructors and students.

Are make-up lessons the same as my child's regular lesson?

Your child learns best in a consistent environment. When you change teachers and classes you lose that consistency. Your swimmer is put in a class where the teacher does not know what needs to be worked on and what has been accomplished. With younger swimmers, a strong bond exists between student and teacher, it is missing in a make-up lesson. We assume your child will learn only 50% what they would normally achieve in their regular lesson.

Regular attendance and consistency are beneficial to your child's learning experience.

Make-up Lessons:

April thru July - Instructional make-up lessons are not offered during the Spring and Summer sessions.

August thru March - Appointments for instructional make-up lessons can be scheduled by calling our office.

Cost: Free Requires appointment to attend.

Times and Dates: Based on space available.

Five things to know about make-up lessons

1. Make-up lessons are intended to provide students whom are absent due to illness or a family emergency, the opportunity to make-up a lesson that is missed due to no fault of their own.
2. All absences must be reported to our office at the time the absence occurred to be eligible for a make-up lesson. Simply email our office to let us know not to expect your student in class that day. Include student's name, class and date of absence.
3. Make-up lesson appointments must be scheduled no later than two (2) weeks after the absence occurred. If your student is absent on a day during the last week of a session, a make-up lesson appointment can be scheduled the following week.
4. Missed make-up lessons will not be rescheduled.
5. Make-up lessons are offered as a courtesy to our customers.

CANCELLATION AND TRANSFER POLICY:

Classes are either offered or cancelled based on the enrollment. The fees collected must offset personnel, equipment and other program expenses. We cannot be responsible for circumstances beyond our control. Please understand The Pool School must adhere to the following policies.

CANCELLATION - To receive a refund of enrollment fees, a request to cancel enrollment must be made at least 72 hours prior to 8:00am on the starting day of the scheduled session and a \$5.00 service charge will be assessed. Requests after this time will not be considered and will result in full payment.

ENROLLMENT TRANSFER – Students, who are unable to complete a session, may request a transfer to a different session. A transfer may or may not be approved.

Request to cancel or transfer enrollment should be sent to poolschool1@att.net. Please allow 2 working days for request to be processed.