



Did You Know...

1. That children make more progress in their swim lesson if:
 - They come to all of the classes
 - They show up on time
 - They use the restroom right before class starts
 - There is limited distraction from parents so the child is able to focus on the instructor and what is being taught in class.
2. If you have a concern or an issue with your child's lesson there are 5 minutes prior to the start of class and 5 minutes after class specifically allotted for parents to communicate with the instructor. If you feel as though your expectations for the lesson are not being met, please don't wait till the end of the session to express your disappointment. Use those 5 minutes to speak with your instructor to help ensure improvements in future classes.
3. On the back of your report card you receive at the end of the swim session your instructor states what level you should enroll your child in for the **NEXT** session. Children that take a 4-6month break from swim lessons typically need placed back in the level they were last enrolled in. It is recommended that if you plan to return to swim lessons after an extended break have your child re-assessed prior to that sessions registration date in order to get them signed up for the appropriate level.
4. The **AVERAGE** time it takes a child to complete one level is **4 times**.
5. All Swim Instructors that teach lessons at the Prairie Township Community Center are:
 - Subjected to mandatory fingerprinting for a BCI/FBI Background check
 - Drug Tested
 - All hold current American Red Cross Water Safety Instructor certifications
 - Are all trained in American Red Cross CPR/AED for the professional rescuer
 - Concussion Training
6. Makeup Policy: No makeup classes are offered for lessons that are missed by participants.
7. **REFUND POLICY: IF WE CANCEL**-The Recreation Department reserves the right to cancel due to insufficient enrollment or other unforeseen circumstances. Participants will be notified and full refunds will be given. **IF YOU CANCEL**- participants must contact the Recreation Department. Instructors are not authorized to issue refunds or credits. **REFUNDS** - refunds may be issued if we are notified of the canceled registration at least five (5) full business days in advance of the start of the program. A processing fee of \$5.00 is assessed for all canceled registrations. No refund or credit voucher is made if the cancellation drops the enrollment below the minimum after registration deadline. **CREDIT VOUCHERS**- A credit voucher is issued if our office is notified less than five (5) but more than two (2) full business days in advance of the start date of the program but before the day the program begins. A processing fee of \$5.00 is assessed. Credit vouchers may not be redeemed for cash, are not transferable, and are valid for one (1) year from date of issue. Credit vouchers for Recreation programs can only be used toward Recreation programs.

No Refunds or Credit Vouchers will be issued two (2) days prior to the program start or thereafter.

