



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Dear Private Swim Lesson Participant:

Thank you for participating in our private swim lesson program! We would like to welcome you to the program and make you aware of our policies.

- When you purchase your lesson at the welcome center you must ask for a duplicate receipt. Please give the receipt to your instructor to ensure they get paid. This is how we track the lessons you purchased and deduct the ones you have used.
- Once you are partnered with an instructor, we encourage you to exchange contact information so that you are able to communicate with each other directly. This helps to streamline scheduling, scheduling changes, cancellations, etc.
- If a lesson is canceled with less than **2 HOURS NOTICE**, the lesson will be charged in full. You will be billed for the lesson on your YMCA account. If the lesson is part of a bundle, it will be deducted from your remaining lessons.
- If you need to cancel a private lesson, you must contact your instructor. If you cannot reach the instructor, please call the **AQUATICS OFFICE** at **781-829-8585 x8237** and ask to speak to a supervisor. The supervisor will inform the instructor of the cancellation. If no answer, please email the coordinator.
- If you are going to be late for your lesson, we ask that you call the aquatics office and have the supervisor let the instructor know. For scheduling reasons, your lesson may be cut short due to time and scheduling constraints.

Often, our instructors are coming in specifically to teach your lesson. If there are any changes in your schedule, please give them the courtesy of communicating with them as early as possible.

We look forward to having you as a part of our aquatics community!

If you have any questions feel free to contact me.

Sincerely,

Courtney Keohan
Private Lesson Coordinator
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