



## South Shore YMCA Private Lesson

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 (Emilson) or x4740 (Quincy)** 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!



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### Frequently Asked Questions

- 1. What is a private lesson?** The swimmer is matched with an experienced instructor that will complement his/her needs. This customized one-on-one experience can help a swimmer make significant progress towards his/her swim goals.
- 2. What is a Semi-Private lesson?** A semi-private is a 2 participant lesson with one of our instructors. We pair an experienced instructor with the 2 participants based on their needs. It is important that the participants are of similar swimming ability.
- 3. What are the benefits of a private or semi-private lesson?** All swimmers learn skills at different paces. The goal of private swim lessons is to help them learn these skills at their own pace. Each lesson is catered to working towards the swimmer's abilities and goals. Some examples include, but are not limited to, helping children and adults to become deep water safe, endurance training, triathlon training, assisting in overcoming a fear of water, and helping children advance from one level to another by building on the skills not achieved in a group swim class.
- 4. What days and times can I take a private lesson?** We schedule private swim lessons based on 3 things: pool availability, participant availability, and the instructor's availability. Please provide us with a few days and times that you are available, and we will try our best to accommodate your needs.
- 5. What is the cost and length of the lesson?**  
Private Lesson (30 Minutes):
  - Members:** \$40. Bundle of 4, \$152
  - Non-Members:** \$55. Bundle Unavailable.Semi-Private Lesson (30 Minutes, Max of 2 Participants)
  - Members:** \$60. Bundle of 4, \$220
  - Non-Members:** \$75. Bundle Unavailable.
- 6. How do I schedule a private lesson?** Fill out the private lesson information form online under our private swim lesson page. The Aquatics Department will contact you within 2 business days.
- 7. How are private lesson different after the reopening?** Our instructors will limit face-to-face contact with the participant as much as possible using strategies like teaching from the pool deck (only with an experienced swimmer) or utilizing floatation devices more often.
- 8. Do I need to wear a mask?** A mask is required for entry to the facility and on the pool deck. Masks are not required in the water for participants or instructors.