February Swim Lesson Information
Important Dates

Monday / Wednesday — Semi-Private Lessons
First Class: February 3rd
Mid-session Reports: February 17th
Early Bird Pricing Ends for March Classes: February 24th
Last Class: February 26th

Tuesday / Thursday — Group, Parent Child, CDC and Adult Lessons
First Class: February 4th
Mid-session Reports: February 18th
Early Bird Pricing Ends for March Classes: February 25th
Last Class: February 27th

Friday — Group Lessons
First Class: February 7th
Mid-session Reports: February 21st
Early Bird Pricing Ends for March Classes: February 28th
Last Class: February 28th

Saturday — Group, Parent Child, Semi-Private, and Adult Lessons
First Class: February 8th
Mid-session Reports: February 22nd
Early Bird Pricing Ends for March Classes: February 29th
Last Class: February 29th

Sunday — Group and Semi-Private
First Class: February 2nd
Mid-session Reports: February 16th
Early Bird Pricing Ends for March Classes: February 23rd
Last Class: February 23rd
Basic Information

What do I need to bring on the first day?
- A towel
- Bathing suit
- Goggles
- Hair tie (For longer hair)
- Lock (If you want to use one of the lockers)

Class Offerings:
- **Parent Child** – Children ages 6mo-3years with a caregiver in the water. Class size 3-10
- **Group** – Participants age 3-12. Class size 3-6
- **Adult** – Participants ages 13+. Class size 3-6
- **Semi-private** – Participant age 3-12. Class size 2.
- **Private** – Participant age 3+. Class size 1.

Where is the pool?
The pool can be found downstairs through the locker rooms. If you are unsure of where to go, check in with the member services desk. There are also signs set up throughout the facility to help lead you to the pool area.

What class is my child in?
If you still have your receipt, the name of the class and start date will be located on your email receipt or the paper receipt. You can also check-in with the member service desk on your first day or email the Aquatics Coordinator.

Parking:
There are two parking lots available to YMCA participants, an upper parking lot and a lower parking lot. These parking lots can fill up quickly on the weekends due to other programs and gym flow. The parking lot at 20th & W Street under the freeway is also open for parking ($2 daily rate). Payment can be made through the parkmobile app or by calling 916.722.7275. If you have any questions about this opportunity, please contact the City of Sacramento at 916.808.8588.

Additional Questions:
If you still have unanswered questions, check the frequently asked questions page on pages 6-8 of this document. If you read over the FAQ and still have questions, please contact either Lexi Scherr, the Aquatics Coordinator, or Ali Amundson, the Aquatics Director (contact information located on the last page).
Mid-Session Info

What is the Mid-Session:
Midway through the monthly session, we will hand out midsession reports and surveys to check in with participants. We take this time to inform you on your swimmer’s progress as well as receive feedback from you in regards to lessons.

Mid-Session Reports:
Mid-session reports will be handed out to semi-private and group lesson participants by your swim instructors on the midsession days indicated on page two, important dates. If you are unable to attend or will miss that particular swim lesson, you will be able to pick up your report at your next lesson. Parent child, Adult, and Private lessons do not receive mid-session reports. CDC participants have their reports dropped off to CDC staff members.

Surveys:
We will be handing out our mid-session surveys the same day as mid-session reports. These are a way to help us continue to provide a wonderful experience for you and your family. We hand them out during lessons and we would love to hear your feedback. If you have a specific concern, please feel free to contact the Aquatics Coordinator or Director directly.

Moving up?:
If you received a graduation certificate or your mid-session report was marked as completing the requirements for their class, your child is ready to move up to the next swim level. If you have already signed up for a lower level, please contact the Aquatics Coordinator to be transferred into the correct class.
YMCA Swim Lesson Policies

**Refund Policy:**
All swim lesson participants will be eligible for a **partial refund** (all but $15 processing fee) if the lesson is canceled before the first day of swim lessons (Start date indicated on receipt). There are **NO REFUNDS** after the first week of swim lessons. The only exception is a pro-rated refund for special situations including an injury where child is unable to finish the month or a family-related emergency. All special situations will be determined by the Aquatics Department. A credit for the pro-rated cost of the lesson will be issued if the YMCA has to cancel a swim lesson due to pool closure.

**Make-up Lesson Policy:**
We do not offer makeup lessons if your child is out sick or unable to make a lesson. The exceptions to this rule are Parent child classes, Adult classes, and Private lessons. Only the aforementioned classes are eligible for a make-up lesson if you notify the Aquatics Coordinator 24 hours before your missed class. If you do not give 24 hours notice, you will not be eligible for a make-up lesson.

**Early Bird Pricing Policy:**
Early Bird Pricing is open until one week before the first lesson of the new monthly session. After that date, pricing will go up $10. Registering the day lessons begin or later is an additional $10 on top of the $10 late fee. Registration will not be taken after the first week of lessons.
Frequently Asked Group Lesson Questions

How large are the classes?
The size of a class can range from 3 to 6 participants. In the event there are not enough participants to run a class on its own, you can either upgrade to make the lesson semi-private or transfer to another time slot.

I’m at the pool. Where do I check in?
At the start of every lesson, each instructor will call out their swim lesson roster. Please listen for you or your child’s name. If you are late or do not hear your name called, speak to the Aquatics Coordinator or an off-stand lifeguard, and they will help place your child in their class.

Will I always have the same instructor?
In our YMCA swim lessons, we do our best to keep our instructors consistent, however, there are times when instructors get sick or have prior obligations. When this occurs, we will have a substitute instructor. We do our best to minimize this situation as much as possible.

What happens if I miss a class?
Unfortunately, we do not offer make-up lessons for group swim lessons.

What if my child can’t complete a session?
All swim lesson participants will be eligible for a partial refund (all but $15 processing fee) if the lesson is canceled before the first day of swim lessons (Start date indicated on receipt). There are NO REFUNDS after the first week of swim lessons. The only exception is a pro-rated refund for special situations including an injury where child is unable to finish the month or a family-related emergency. All special situations will be determined by the Aquatics Department. A credit for the pro-rated cost of the lesson will be issued if the YMCA has to cancel a swim lesson due to pool closure.

When Does the Late fee Come into Effect?
Early Bird Pricing is open until one week before lessons begin at the start of each month. A $10 additional fee is applied if class registration is completed during the week prior to the first day of lessons. Registering the day lessons begin or throughout the rest of that week is an additional $10. Registration will not be taken after the first week of lessons.

What if I have multiple children in different levels?
We do our best to offer a variety of classes at all times so hopefully, your children will all be able to swim in their different levels at the same time. If you are having difficulty finding a time where all of your children can swim together, please contact the Aquatics Coordinator.

What if I sign my child up for the wrong level?
If you signed your child up for the wrong level, email or call the Aquatics Coordinator to be placed in the proper class.

What if I want a more individualized lesson?
If you are looking for a more individualized lesson, we offer private (1 participant) and semi-private (2 participants) lessons.
Frequently Asked Semi-Private Lesson Questions

**What happens if I miss a class?**
Unfortunately, we do not offer make-up lessons for semi-private swim lessons. Only our Adult, Parent-Child, and Private classes are eligible for make-up lessons.

**What happens if my class doesn’t have two participants?**
If there is a child that doesn’t have another student close to their swim level, we will have the student swim as a one on one lesson for the day and will work with you to try and get them in a time slot with another student that matches their swim level.

**What happens if my child doesn’t have someone that matches their age?**
If there are two students that match in skill level but not in age (More than 3 years apart) we will have a conversation with all parents to ensure all parties are comfortable with the age difference. If not, we will work with you to move your child to a new time slot.

**What if I don’t agree with the level my child was placed at?**
If you don’t agree with the level your child was placed in after being tested, you can re-test at the next given opportunity, but your child will need to swim with their given level for that class.

**Will I always have the same instructor?**
In our YMCA swim lessons, we do our best to keep our instructors consistent, however, there are times when instructors get sick or have prior obligations. For these circumstances, we will have a substitute instructor. We do our best to minimize this situation as much as possible. All YMCA Swim Instructors are trained in the same YMCA Swim Curriculum.

**When does the late fee come into effect?**
Early Bird Pricing is open until one week before lessons begin at the start of each month. A $10 additional fee is applied if class registration is completed during the week prior to the first day of lessons. Registering the day lessons begin or throughout the rest of that week is an additional $10. Registration will not be taken after the first week of lessons.

**What if my child can’t complete a session?**
All swim lesson participants will be eligible for a partial refund (all but $15 processing fee) if the lesson is canceled before the first day of swim lessons (Start date indicated on receipt). There are NO REFUNDS after the first week of swim lessons. The only exception is a pro-rated refund for special situations including an injury where child is unable to finish the month or a family-related emergency. All special situations will be determined by the Aquatics Department. A credit for the pro-rated cost of the lesson will be issued if the YMCA has to cancel a swim lesson due to pool closure.
Frequently Asked Private Lesson Questions

How do I sign up?
To sign up for private lessons, visit our Member Service Desk in the lobby of the Sacramento Central YMCA and ask for the Private Swim Lesson binder. In this binder, you will be able to view available dates and times for each Private Swim Instructor for the upcoming month. Next, choose if you would like to purchase a 2 pack of 30 minute lessons, a 4 pack of 30 minute lessons, or an 8 pack of 30 minute lessons. After choosing your lessons, submit payment with the Member Service staff. They will write the swim participant’s name into the book for the dates and times you selected. They will also provide you with a receipt listing the dates and times you selected. Private lesson schedules are released on the first of every month for the following month. For example, March’s schedule would be released February 1st.

What are the different packages?
You can choose a 2 pack of 30 minute lessons, 4 pack of 30 minute lessons, or an 8 pack of 30 minute lessons.

What times are they offered?
We are proud to offer a wide range of class times for our private lessons, ranging Monday through Sunday. The times will depend on the instructor’s schedule and the availability of the openings. To see a more thorough schedule of availability, please visit our Member Services Desk.

What happens if I miss a class?
If you know you will be unable to attend a scheduled lesson, contact either the Aquatics Coordinator, the Aquatics Director, or member services (916-452-9622 then press 0) to let them know you will not be attending. If you give at least 24 hours notice, you can reschedule your private swim lesson for a different time slot later in the month. If you do not give notice, you will not be able to make-up that lesson.

What swim levels are private lessons?
Private lessons are designed to help participants ages 3+ at all experience levels.

Can siblings be in the same lesson?
Siblings can be in the same lesson, however, we suggest you sign up for semi-private lessons. If you have siblings sharing a lesson, payment is still required for each child.

Will my private lessons expire?
If a private lesson is not put into the book for 5 weeks, then the lesson will expire. You don’t need to use all of your lessons in 5 weeks, you just need to have them booked.
Upcoming YMCA Family Events and Programs

Save the Date : Shamrock Swim Fest
Join us on Sunday, March 15th from 2:00 pm to 5:00 pm for a special St. Patrick’s Day Pool Party! Cost $5 per person.

All proceeds from this event will benefit the YMCA Annual Campaign supporting the Y-Assist Fund. So come join the fun, donate, and help support our efforts to provide financial assistance for YMCA programs to those in need.

Free Parent Child Lesson
Help spread the word to caregivers with children under 3 years old! We currently offer one free Parent & Child class for anyone with a YMCA family membership. We have multiple offerings for the class and if you would like more information you can find the information on our website.

Music and Movement
Join Mister Cooper for a fun, weekly interactive performance where your child will develop their reading and counting competence, learn social skills, and cultivate an appreciation for music. The program is designed for children ages 0-6 years old and their caregivers and is free for all, no registration is required. Thursdays, 9:30 - 10:00 am at Tahoe Park.
Contact Information

Questions about swim lessons?

Lexi Scherr  
Aquatics Coordinator  
ascerr@ymcasuperiorcal.org  
916-452-9622 ext. 106

Any other questions or concerns?

Ali Amundson  
Aquatics Director  
aamundson@ymcasuperiorcal.org  
916-452-9622 ext. 104