March Swim Lesson Information

SACRAMENTO CENTRAL YMCA
YMCA OF Superior California
2021 W St. Sacramento, CA 95818
P 916 452-9622   F 916 452-7724
**Important Dates**

**Monday / Wednesday — Semi-Private Lessons**
First Class: March 2nd
Mid-session Reports: March 16th
Early Bird Pricing Ends for May Classes: March 23rd
Last Class: March 25th

**Tuesday / Thursday — Group, Parent-Child, CDC and Adult Lessons**
First Class: March 3rd
Mid-session Reports: March 17th
Early Bird Pricing Ends for May Classes: March 24th
Last Class: March 26th

**Friday — Group Lessons**
First Class: March 6th
Mid-session Reports: March 20th
Early Bird Pricing Ends for May Classes: March 27th
Last Class: March 27th

**Saturday — Group, Parent-Child, Semi-Private, and Adult Lessons**
First Class: March 7th
Mid-session Reports: March 21st
Early Bird Pricing Ends for May Classes: March 28th
Last Class: March 28th

**Sunday — Group - No lessons March 1st**
First Class: March 8th
Mid-session Reports: March 22nd
Early Bird Pricing Ends for March Classes: March 29th
Last Class: March 29th

**Sunday — Semi-Private - No lessons March 15th**
First Class: March 1st
Mid-session Reports: March 22nd
Early Bird Pricing Ends for March Classes: March 29th
Last Class: March 29th
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 do We Go:

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.

Locker Rooms:

Locker rooms are located at each end of the pool area. Children in the locker rooms must be accompanied by an adult. Children over the age of 5 must use the locker room of the gender with which they identify. There is a family changing room next to our lifeguard office which can be used if there is not a guardian to go into the locker room with them.

Don’t Know What Class your Child is in:

There are a few options if you don’t know what class your child is swimming 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 the first day or email the Aquatics Coordinator to check what class they are signed up for.

Parking:

There are two parking lots available to YMCA participants, an upper parking lot and a lower parking lot. However, we know that especially on weekends the parking lots can fill up. We have partnered with the City to offer more parking opportunities. The parking lot at 20th & W street under the freeway is open up for parking. There is a $2 daily rate, payment can be made either 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 have additional questions we have added some frequently asked questions to the end of this document. If you read over the FAQ and still have questions you can feel free to contact either Lexi Scherr, the Aquatics Coordinator, or Ali Amundson, the Aquatics Director.
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 want you to know how your swimmer is progressing. We also want to take the time and to hear your feedback about how your swim lessons experience is going.

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 miss that swim lesson, your child’s mid-session report will be saved and 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 it was marked on your mid-session report that your child has completed the requirements for their class that means it is time for them to move to the next level. If you have already signed up and the instructor advised they be moved to a different class that isn’t a problem. Just contact the Aquatics Coordinator and they can transfer them to 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 the child is unable to finish the month or a family-related emergency. 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 then 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.

Class Size Policy:
If the class the participant is signed up for does not meet the minimum number of students required we will need to either charge a small additional fee to convert the lesson into a private or semi-private class, depending on the amount of students signed up, or move the participant to another time slot that is available. We will keep the class open for the first week to allow for late additions but after that we will be contacting any affected participants to let them know of the necessary changes.
Frequently Asked Group Lesson Questions

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

How do I Find Where to go for my Lesson When I go Down to the Pool?
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. At those times we will have a substitute instructor. We do our best to minimize this need as much as possible.

What Happens if I Miss a Class?
Unfortunately, we do not offer make-up lessons for group swim lessons. Only our Adult and Parent-Child classes are eligible for make-up lessons. If you are part of an Adult or Parent & Child class and you are going to miss a lesson you must notify the Aquatics Coordinator 24 hours beforehand by email or phone to be eligible for a make-up lesson.

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 they choose to drop out of lessons before the first week 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 the child is unable to finish the month or a family-related emergency where the child is unable to complete the month. 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. $10 additional fee applied if class registration is done one week prior to the start of the lesson. Registering the day lessons begin or the week after is an additional $10. Registration will not be taken after the first week of lessons. At that time, you can register for the following month.

What if I Have Multiple Children at Different Levels?
We do our best to offer a variety of classes at most times so hopefully, your children will be able to all swim in their different levels at the same time. If you are having difficulty finding a time all of your children can swim together, you can contact the Aquatics Coordinator and she will happily do her best to help you find a time that works for you.

What if I Sign my Child up for the Wrong Level?
If you sign your child up for the wrong level, email or call the Aquatics Coordinator. She will work with you to help your child get into a class that is right for them.

What if I Want a More Individualized Lesson?
If you are looking for a more individualized lesson, we do 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 that is close to their level then we will have the student swim as a one on one lesson for the day and we will work with you to get them in a time slot with another student that matches their level to the best of our ability. If that is not possible we will charge a small additional fee to convert the lesson into a private lesson.

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 discuss with the parents to make sure all parties are comfortable with the difference. If not we will work with you to fit them in a time slot that works for them.

What if I Don’t Agree with the Level my Child was Placed at?
If you are not happy with the level your child was placed at even after being tested they can be re-tested if they wait for the next class section to do so but their child will need to swim with the level they have been placed in 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. At those times we will have a substitute instructor. We do our best to minimize this need as much as possible. All YMCA Swim Instructors are trained in the same YMCA Swim Curriculum.

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What if my Child Can’t Complete a Session?
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Frequently Asked Private Lesson Questions

How do I Sign Up?
To sign up for private lessons you need to come to our Member Service Desk in the lobby of the Sacramento Central YMCA. 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. Choose if you would like to purchase a 2 pack of 30-minute lessons, 4 pack of 30-minute lessons, or an 8 pack of 30-minute lessons. Pay for these lessons will the Member Services representative and 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 next month. For example, January’s schedule would be released on December 1st.

What are the Different Packages?
You can choose if you would like to purchase a 2 pack of 30-minute lessons, 4 pack of 30-minute lessons, or an 8 pack of 30-minute lessons. This new packaging offers more flexibility for scheduling.

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 themselves depend on the instructor’s schedule and the availability of the openings. To see a more thorough schedule of availability please feel free to visit the 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 Front desk 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. However, if you do not give notice and do not show up for your lesson it will be counted towards the hours of instruction you paid for and you will not be able to make-up that lesson.

What Level are Private Lessons for?
Private lessons are designed to help participants ages 3+ and all experience levels. It doesn’t matter if you have never swum in your life or if you have been swimming your entire life, our instructors will be able to find a way to help you improve and practice your skills.

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 you will still need to pay for each child in the water.

Can my Private Lessons Expire?
If a private lesson is not put into the book for 5 weeks then the lesson does expire. You don’t need to use all of your lessons in 5 weeks, you just need to have them booked.
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.

Annual Campaign
It’s that time of year again and we are in full swing for the YMCA annual campaign. Here is a link to a list of all the fun events we are hosting to raise money for the Y-assist fund along with information about what purpose the annual campaign serves. You can also click this link to go directly to our donation page.

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
ascherr@ymcasuperiorcal.org
916-452-9622 ext. 106

Any other questions or concerns?

Ali Amundson
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