



Hi, I'm Swimmerman!
Welcome to our swim family!

Our office staff has received your online registration form and we're excited to get you scheduled for your introductory lesson. Please take a moment to read over this packet. If you have any questions, please call our office at (770) 210-0136.

Included in this document, you'll find:

- 1) A "Just the Facts" description of what you really need to know.
- 2) The Policies & Procedures you'll need to be familiar with prior to swimming.
- 3) A collection of Frequently Asked Questions and Things to Expect to help make your first experience easier.
- 4) A Map to help you navigate your way to our pool.
- 5) Some Articles to help you begin the learning process.



UNITED STATES SWIM SCHOOL
ASSOCIATION
www.ussswimschool.org

Just give me the facts...

Fall Hours of Operation:

Wednesday - Friday
9am - 8pm
Saturday
9am - 6pm

I've registered online, what's next?

Schedule your Intro Lesson

Cost to Get Started:

Annual Family Registration - \$25

Introductory Private Lesson

\$60 (for kids)

or

\$100 (for adults)

Goggles - \$15

Cap (optional) - \$20

When can I schedule my intro lesson?

Call now to reserve your day & time

(770) 210-0136

Where are you located?

9144 Sioux Ct. Jonesboro, GA 30236

Swimmerman

Policies & Procedures

Payment

Full payment is due prior to secure your scheduled lesson(s).
*Due to the increased number of outstanding balances, we require an active credit card on file to secure payment.

Non-Refundable Deposit

Included in the price of every lesson is a non-refundable deposit to cover the costs of providing the lesson and turning away potential swimmers.

No-Shows (Absences)

If you miss a lesson and fail to contact Swimmerman beforehand, you forfeit the cost of the lesson. Your account balance must be in good standing before your next swim!

Rescheduling & Cancellations

Swimmerman needs to know if you're changing your plans! We require 72+ hours advanced notice to move/cancel your lesson(s). Canceling or rescheduling within that time period will result in a loss of your NRD.

Weather

For the safety of our swimmers and staff, Swimmerman cannot operate during thunderstorms. If there is a change in weather and the instructor must end a lesson within 15 minutes of the scheduled ending, the lesson will be considered complete. Lessons cancelled or stopped with more than 15 minutes remaining due to weather will be rescheduled at no cost.

Photography (Including Cell Phones)

We understand the special nature of a child's swim lessons and want to make them as memorable as possible. Videotaping and photography, however, are only permitted during the last five minutes of class so long as they are non-commercial in nature. If you intend on taking pictures or videotaping, please get your instructors permission first. Student and instructor privacy take priority.

For more information, contact us at:

(770) 210 - 0136

info@swimmerman.com

So it's your first lesson ...

What Should You Expect?

We understand that your first time visiting us might seem a tad overwhelming. Let us take you through several common things our swimmers and friends run into!

Traveling to our Pool

Please give yourself plenty of time when you leave. We recommend making the trip prior to your scheduled date to check travel time. For your first trip to our pool, please plan to arrive 5-10 minutes early to sign releases & waivers, take care of any goggle fittings, diaper selections and bathroom breaks you (or your swimmers) may need.

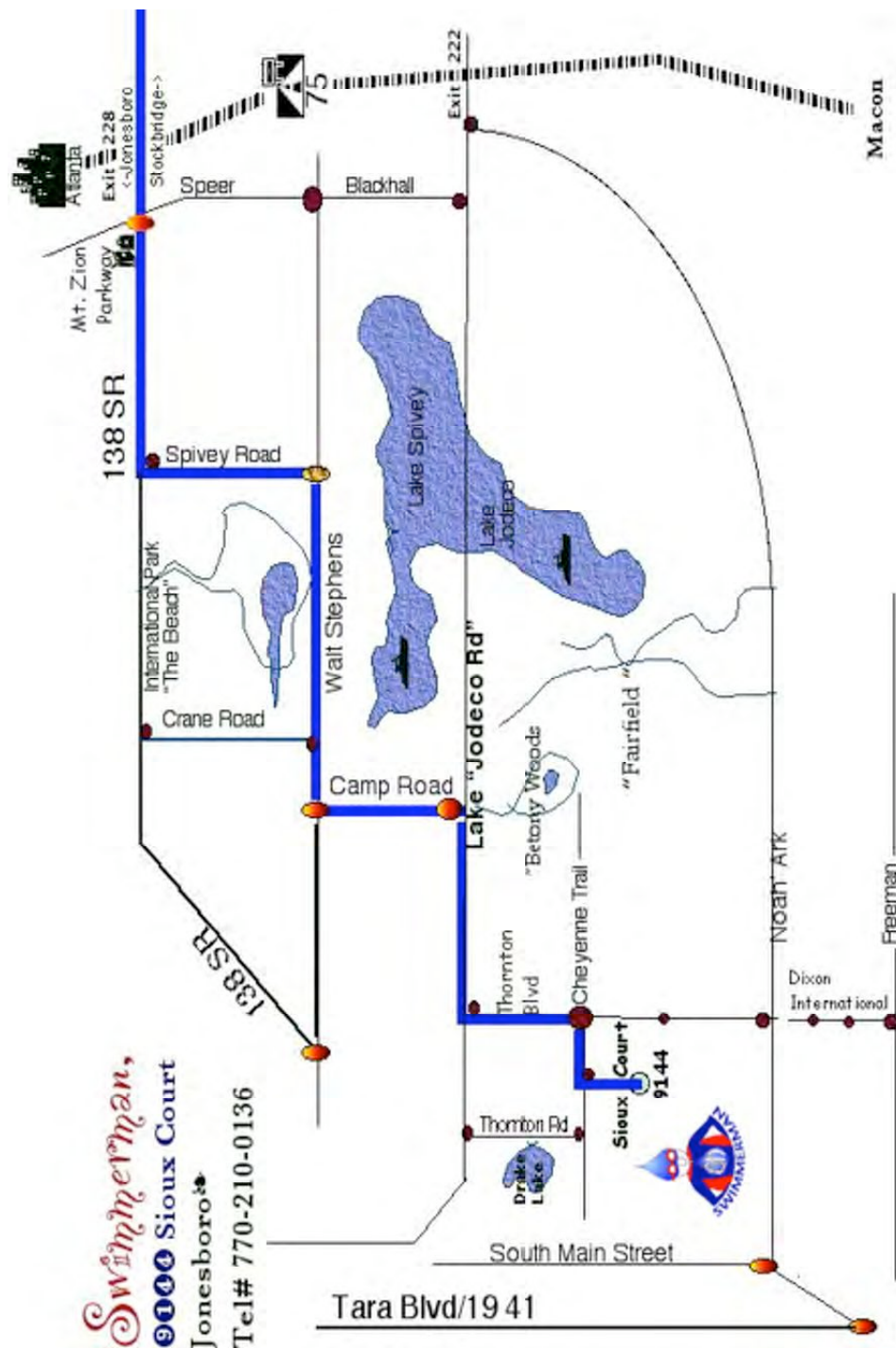
Facility Layout

When you drive to the end of Sioux Ct, park your car in the circle (without blocking driveways) and walk down to the main deck. For your first time, come around the back of the house to the office to check in. Afterwards, you can wait on the upper deck or porch until your lesson's scheduled time or walk around to the office.

Parents, Siblings & Spectators

Our teachers are experienced in calming restless, crying, and emotional children. You can confidently leave your swimmer in our hands and watch the lesson while you enjoy the porch or upper deck until the end of the lesson. Your child's learning is paramount and we believe giving them every opportunity to bond with their instructor within the lesson environment is crucial. Thank you in advance for understanding.

THE MAP TO SWIMMERMAN SWIM SCHOOL



Crying During Swim Class

It's hard to know what to do when your child cries during their swim lesson. A part of you wants to go rescue them, but another part of you wants him to tough it out and gain victory over their fear! You may feel embarrassed to have a child who is so unhappy and you're hopeful they don't disrupt the class too much.

They're not the only child who cries
Please be assured that a crying child in swim lessons is not uncommon. The crying is a natural expression of his/her emotional discomfort due to immersion in the water or separation from you.

Hand your child to the teacher
If your child is fussing prior to swimming, walk your child over and hand them over to the teacher. Then calmly walk back to the viewing areas with a pleasant expression on your face. By handing your child over to the teacher, you are telling them that you trust the teacher. That vote of confidence will help the teacher to more quickly establish a positive relationship.

Out of sight, out of mind
If your crying child continually looks and calls to you, it will be difficult to build a rapport with the teacher. Breaking eye contact with them or moving out of their sight may be necessary if their attention is fixed on you. This can be accomplished by looking at a magazine or book every time they look at you. Removing yourself from your child's attention during lessons will accelerate his dependency and bonding with the teacher.

*How long will it take
to learn to swim?*

It depends...

One of the most common questions we encounter is also the most difficult to answer. The truth is we have no idea. We don't know you or what you define as knowing how to swim. There's a huge difference between learning how to roll to your backfloat and preparing the four competitive strokes for swim team.

How long would it take to learn English?

Learning to swim is very similar to learning a new language. It takes time, patience, and a lot of practice. The more time your swimmer spends in the water outside of class, the faster they will pick up the techniques introduced in lessons. Consistency is key- find the balance that works best for your calendar and your wallet.

This is the start of a journey!

Swimming is truly a lifetime sport. Try not to approach learning to swim as a job to complete. Think of it as the start of your life as a swimmer. We're not going to waste any time you spend with us in the water. Let us worry about your progress. Your job is to enjoy the journey!

F.A.Q.

Can I visit the pool before I swim?

Yes, we love visitors! Please call the office to schedule an appointment.

What do I need to bring for my swimmer's first lesson?

A swimsuit, A MAP to our pool, extra towels, a change of clothes (if desired), and during the winter months, cold weather clothing. We sell goggles & swim diapers onsite. Please arrive five to ten minutes early if planning to purchase any equipment.

Do I have to stay while my child is swimming?

Yes! Swimmerman Swim School is NOT equipped to supervise children before or after class. Parents must stay onsite AND in sight of their child while at Swimmerman. During the lesson, the teaching staff may need parents to assist with restroom duty.

Do you allow make-ups?

We only provide make-up lessons in the event of the following: Weather & Fecal Contamination.

Why do I still have to pay when my child is sick?

We understand your concern. Nobody wants your child to be ill. We try our best to accommodate changes & cancellations; unfortunately, any schedule changes within 72 hours of a lesson affect everyone. Would you expect a refund if your child was too sick to attend school?

Can I bring friends or family to watch the swim lesson?

YES, however, we ask that all spectators respect the privacy of both your child's lesson and others while onsite. During the winter months, spectators are allowed to sit inside, so long as they do not disturb or distract from lessons.

Who will be teaching my child?

One of our senior instructors will be teaching your swimmer for his/her Introductory Lesson. Unfortunately, we cannot guarantee a specific instructor for all your lessons.