



Frequently asked questions & Tips to Parents

1. How do I know what level to put my swimmer in?

- If you are new to the program, talk to Anne Sievers, the MAC Swimming Director, about what level your swimmer should be placed in.
- If you have been in our program before but taken some time off, we may have you repeat your previous level to ensure you are ready to move to the next level.
- At the end of each session, your swimmers instructor will provide you with a progress report that will tell you which level to place your swimmer in next. You may talk to your swimmer's instructor at any time about their progress and what level they need to be in next as well.

2. What happens if my little swimmer does not like it?

- Swimming is like any other activity that a child will do, it may take some time to get used to the class, instructor, the water, etc. This is the reason we schedule our classes twice a week and for a 3 to 4 week period of time. Time and familiarity will all play a big role in the success of your swimmer. Stick with it as this is a skill that will be used throughout life.

3. What is your make-up policy?

- To ensure proper swimmer-to-instructor ratios for our classes, we are unable to permit make-up classes for our group classes other than the Guppy class. To keep class fees as low as possible, we will not be able to issue reimbursement for missed classes for any reason other than the MAC canceling the class. Private and semi-private lessons are permitted make-up classes if the instructor is notified prior to 30 minutes before the schedule class time.

4. What is your enrollment policy?

- There is a need for all classes to have a minimum enrollment of three participants. Classes may be cancelled due to low enrollment. We also limit our classes to either 5 students for the beginning level classes and or 6 for our more advanced level classes.
- Guppy classes allow for 12 students/parents
- Flying Fish class allows for 20 swimmers.
- If there are only 2 swimmers that show up to a group class it will only be a 30 minute class.

5. Why are there no refunds?

- Once we sell a particular spot in one of the classes, we can not sell that to another student so we are not able to offer refunds for missed classes. If you are unable to make the entire session we assess that on a case by case scenario. Only you as a parent can assess whether you might have a potential conflict down the road.

6. What should we bring to class?

- Swim suit, towel, goggles if you wish (make putting faces in the water much easier), swim diapers, (if your swimmer is not potty trained or new to potty training) and an attitude ready to have fun and succeed.

7. What happens if a class is canceled?

- If the MAC cancels a class due to weather or unforeseen circumstances less than 25 minutes into a particular class, *an entire new class* will be made up at a different time. If we are more than 25 minutes into the class there will not be a make-up and we will see you at the next scheduled class.

(Cont.)

Tips to our MAC Swimming Parents:

1. Please arrive 5—10 minutes early for class. This gives your swimmer the opportunity to get ready, be on time and the parents a chance to talk with the instructor if they wish.
2. Be patient with your swimmer(s). Remember their age and that learning is a process, one that is not always steady, sometimes bumpy along the way. Please do not overreact to what might seem to be a setback and do not judge how they are doing in just once class. With children, as with adults, some days are better than others. Over an entire session you will see progress.
3. Try to give your swimmer small challenges along the way so they reach their full potential. Children usually perform best with reasonable expectations placed upon them.
4. Try to be involved with your swimmer's classes. Talk to them after class or before their next class about what they are working on or what they learned in class. If you come to family swim have them show you what they have been working on in class. The greatest motivator for any child is the approval of Mom and Dad. Don't be afraid to talk to your child's instructor about their progress, what they need to continue to work on, what they are exceeding at. Our commitment is to your child's success in the pool just as yours is.
5. Stay with the swim lessons on a regular basis. Think about the other activities they do. You would not expect them to learn to read, play an instrument, or learn another sport in 6-8 classes. Swimming is a life-long skill. Stay with the instruction and give your child a love of the water as well as a skill they will treasure forever.