



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Stonestown Family YMCA Aquatics Policies

WRISTBANDS

To ensure that children have a safe and enjoyable swimming experience during Rec Swim, the Stonestown Family YMCA follows a Pool Wristband Policy. This system allows staff to identify children at a greater risk of accidents and ensure adequate supervision when in the pool area. All children 13 years of age and under will be given an identifying wristband by the facility staff. Please see lifeguard during your first visit for further details.

SWIM LESSONS

- A parent or guardian 18 or older must be in the facility and present on deck for the entire duration of their child's swim lesson.
- Instructors reserve the right to move participants to a different level if the one in which the participant is enrolled is inappropriate. If no appropriate level class is available, participants will be issued a refund or credit.
- If necessary the instructor may combine classes in similar levels as long as the instructor/student ratio is not exceeded.
- Prior to the start of the session, if there are 3 empty spaces in the class, that class may be cancelled. If convenient, participants in this class may be transferred into another class of the same level at a different time. If no class is available, a refund or credit will be issued.
- Payment in full is required to reserve a space in the class.
- Our class schedule and fee structures do not allow makeup classes.
- Children not potty trained must wear swim diapers.

PRIVATE SWIM LESSONS

- Due to high demand it may take up to one month for an instructor to be assigned.
- Lessons are assigned on a first come first served limited basis.
- 24 hours notice must be given if a class is going to be missed. Lessons will be forfeited if notice was not received.
- Semi-private lessons are for two swimmers of equal skill level and close in age.
- Lessons must be used within six months of purchase date.

CREDITS & REFUNDS

- You must cancel your reserved space two days before the program begins to qualify for a refund or credit. You may choose one of the following options*:
 - Transfer to another YMCA program during the same session, provided space is available.
 - Credit for future use of YMCA programs** (must be used within one year of date issued)
 - A refund: to your credit card or allow fifteen working days for a check to be mailed to you. **
- If the YMCA cancels a program, you may choose one of the following:
 - A full credit to be used towards another Stonestown Family YMCA program.
 - A full refund to be mailed to you within fifteen working days.
 - A full refund to your credit card upon request.
- Medical
 - YMCA of SF Aquatics will not issue refunds or credits for missed classes. This includes single day Dr. notes.
 - For extended leave, please contact the Aquatics Director.

*Within two (2) days of the program, credits may be available with written notice from doctor and Program Director's approval.

**A \$10 processing fee for credits and a \$20 processing fee for refunds will apply to each cancellation.

The YMCA reserves the right to cancel any program due to low enrollment. There are no refunds or prorates after the program has begun. Full payments are due at the time of registration for all Sports and Aquatics programs.