



## 2017 Swim Lesson FAQ

### **How much does it cost?**

Each session is \$60 per participant.

### **How long are the sessions?**

Sessions are Mon-Thurs for 2 weeks for a total of 8 lessons.

### **How can I pay for the lessons?**

Accepted forms of payment include: **cash, check or money order** made payable to: "City of Jacksonville"

### **Where can I find a lesson schedule?**

**Session 1:** June 19-June 29

**Must Register by Thursday, June 15**

**Session 2:** July 3- July 13 (How are you making up Tuesday, July 4 or are you having the lessons that day? WE either make up time during the week or do a class on Friday.)

**Must register by Thursday, June 29**

**Session 3:** July 17-July 27

**Must register by Thursday, July 13**

Exact pool locations and times are available at [www.jaxparks.com](http://www.jaxparks.com).

Select Aquatics > Learn to Swim Registration Form. \*The complete schedule is attached to the registration form.\*

### **What ages do you offer swim lessons for?**

Aqua Tots- Ages 2-5

Participants learn fundamentals of swimming and basic water safety skills.

Youth Swim- Ages 5-12

Participants are placed in classes based on skill level. Activities range from water acclimation to competitive swimming strokes.

Teen Swim- Ages 13-18

Participants are placed in classes based on skill level. Activities range from water acclimation to competitive swimming strokes.

Adult Swim- Ages- 19 and up

Participants are placed based on skill level and learn safe swimming techniques.

### **How can I register? 8a-4:30p**

You may register by filling out the registration form located at [www.jaxparks.com](http://www.jaxparks.com). You may either mail or bring form and \$60.00 payment into the Aquatics Office:

**JaxParks Aquatics**

**4012 University Blvd. N.**

**Jacksonville FL 32277**

A completed form and payment are required to ensure placement in lessons. Spots are limited so be sure to send in a completed registration.

**Why can't I pay at the pool?** The pools are not permitted to handle monies; all payments must be completed through the JaxParks Aquatics Office.

**What if the lesson gets cancelled due to weather?**

You are guaranteed 8 lessons. If we cancel the lesson due to inclement weather or pool maintenance reasons we will provide a make-up lesson. We do not make up lessons for those unable to attend a lesson held. What is considered "inclement weather" do you want to put that on here? Yes, we try to do what all other aquatic companies do.

**Who do I call if I want to know if lessons are canceled due to the weather?**

You will need to call the pool where the lessons are taking place. Phone numbers for all of the pools are located on the Aquatics page at Jaxparks.com under the pool locations link. Do we want to maybe do a handout with just the pool numbers on it? We usually give a copy of the locations and numbers with the schedule they can keep.

**What if I want to speak with someone about the way the class is being instructed?**

You may speak with the Manager or the Assistant Manager of the pool site. One of them is always on duty and will be happy to assist you with any questions or concerns that you have. What if the Customer feels that the Manager or Assistant Manager has not resolved question or concern? Our managers ALWAYS forward everything to us.

**What if I have a question during class time?**

Please refer your questions to the pool manager or assistant manager during lesson time. We want to limit interruptions for the children during class time as much as possible. If you would like to speak with the instructor feel free to do so *after* class time.

**What if I register but then can't make the lessons?**

We do offer refunds for those who are unable to attend a session, however once a participant has attended one lesson, no refunds will be given unless a doctor's note or other proof of reason is provided and approved by JaxParks Aquatics Administration. All refunds are subject to a \$20 administrative fee.

**I read the F.A.Q. but I still have questions, who can I contact?**

Please contact the Aquatics Office (904) 255-7927