**Private Lesson Policies and Procedures Guide**

**PRIVATE LESSON REQUESTS**

1. **Sign in to your RecDesk Profile before trying to submit a request.** Profiles are required to submit a request, and are required for any participant in the lesson.
   1. If you do not have a profile, please click “**Log In**” then click “**Create Account**”.
   2. To add another person to your household account, click “**Add Household Member**”.
2. After signing in, go to the “**Facilities**” tab and click “**Pool**”. Scroll to “**Private Swim Lesson Request**” and click the green “**Reserve**” button.
3. After clicking “**Reserve**” you must select a date and time (date and time does not matter)\*. After doing so please write “Private Lesson Request” in the “**Description of Use**” field, and a 1 or 2 in the “**Group Size**” field. When complete click “**Add To Cart**”.
   1. **\*Requests must be processed as rental requests through our system and a date is required. The date(s) selected are not a guarantee that you will begin at that day or time.**
   2. **No request guarantees an instructor is available at the times requested.**
4. Once your date and time is added to your cart, click “**Go To Checkout**”.
5. Read and accept the waiver.
6. Complete the required forms, including the detailed ***“Private Lesson Request Form”***. When all forms are complete, click the blue “**I Have Completed All Forms**” button.
   1. You will be required to submit address verification as part of this process. Please have it ready.
7. The system will notify you that no payment is due at this time and will end the process.
8. *All requests will be posted for instructors in the Pool Office for up to 1 month or longer (at the discretion of the Pool Director). If an instructor does not accept your lesson, you will receive an email stating that your request was denied. A new request may be submitted as necessary.*

**You will not be contacted until an instructor takes your lesson or the Pool Director denies your request.**

**IF AN INSTRUCTOR ACCEPTS YOUR REQUEST**

1. The instructor will contact the phone number or email given to set specific dates and times.
2. Once lesson times have been agreed upon, your request will be approved and the participant will be enrolled in a program titled “**Private Lesson – Participant’s Name**”.
   1. This program will only be viewable by the Parks and Recreation office staff, the assigned instructor, and the participant’s household account.
   2. You will be invoiced for the first set of 4 lessons at this time. Payment is due 1 week prior to your first scheduled lesson or your lesson will be canceled.

* 1. Payments are accepted by Cash, Check, or Credit Card (2.5% fee, Visa, Mastercard, or Discover). Cash or check payments must be made in-person at the Main Office Monday through Saturday. The Main Office is closed Sundays, Lifeguards do not have access to accept payment for programs.
  2. Additional dates and times of lessons will be added as they are listed by the instructor.

**TO CONTINUE WITH YOUR CURRENT INSTRUCTOR**

Please notify instructor by your final lesson that you wish to continue. If they are available to continue the instructor will notify the Pool Director or other supervisor via email that you wish to continue. You will then be invoiced for another set of 4 lessons. Payment must be made prior to the first of the 4 continued lessons or your lessons will be canceled.

If the instructor cannot continue you will need to complete a new request form to try and find a new instructor.

**FEES & PAYMENTS**

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| --- | --- | --- |
|  | **Resident** | **Non-Resident** |
| **1 Participant** | $120 | $140 |
| **2 Participant** | $160 | $200 |

1. Pricing is for four, 30- minute lessons. No more than 2 participants. Participants cannot be substituted.
2. All forms must be completed. Failure to do so will not allow your request to process.
3. The resident rate applies to the participant(s) **taking the course** who live in Shelton. **Proof of residency is required for resident rate.**
4. **Both Shelton Residents and Non-Residents will require residency verification during the enrollment process. Anyone that does not provide this will not be able to process their request.** 
   1. Verification of residency will require a document such as a Driver’s License, tax statement, utility bill, lease agreement, or other official document with the name of the participant and address matching the address listed on the account.
   2. Children must live at the same address as the resident “Head-of Household” to receive the resident rate. Non-resident relatives do not qualify for the resident price. Ex: grandchildren, niece, nephew, etc.
   3. If you own property in Shelton and reside elsewhere proof of tax payment to the City of Shelton or other proof of ownership listing the Shelton address is required for the resident rate.
   4. In order to override the residency requirement as a Shelton property owner, please contact the Pool Director via email with your proof of residency documents after creating your online profile.
5. Payments are accepted by Cash, Check, or Credit Card (2.5% fee, Visa, Mastercard, or Discover).
   1. Credit card payments may be made online through your profile or in person at the Main Office.
   2. Cash or check payments must be made in-person at the Main Office Monday through Saturday.
   3. The Main Office is closed Sundays. Lifeguards on duty do not have access to accept payment for programs.

**Guide to Private Swim Lessons**

1. This program utilizes the American Red Cross *Learn-to-Swim* curriculum. All swim lesson instructors are certified Red Cross Water Safety instructors as well as Lifeguards. The guard staff holds a certification in Lifeguarding with First Aid and CPR/AED.
2. We reserve the right to remove any participant from the program whose behavior compromises the safety or integrity of the lesson, including verbal as well as physical behavior.
3. **Swimming skills are acquired & taught differently than academic skills*.***

* 1. All participants progress at a different pace. This is especially true with participants that have extreme fear, or any other hindrance that may affect their pace.
  2. Additional practice time with new skills in the water will help your child to progress at a quicker pace. Please consider bringing your child to All Ages swim times to practice the skills that they were taught in their lessons. Pool schedules and fees can be found online.

1. **To facilitate instructor preparation for any special needs** such as language barriers, hearing, speech, developmental or sight deficits, seizures, etc. please indicate your child’s needs when enrolling your child in lessons and consider notifying the Pool Director so they may aid instructors in preparing any accommodations needed. Please contact the Pool Director if you have any questions or concerns, [j.taylor@cityofshelton.org](mailto:j.taylor@cityofshelton.org).

**CHILD PARTICIPANTS - PARENT GUIDELINES**

1. **We do not accept Private Swim lessons under the age of 3.** We do not offer any infant/toddler survival swimming courses, as they are not a Red Cross Program.
2. The safety of your children is our 1st priority. We understand you are eager to watch your children in action, but the presence of a parent or guardian can cause a safety issue, inhibit participation, or otherwise disrupt the program. Parents may be asked to leave the Pool Area if necessary for their child’s progress.
3. **Parents can be cleared from the gallery because:**
   1. Children can be distracted by their parents’ presence during lessons. This distraction causes children to miss important information and practice, and causes a safety issue when they are not paying attention to their instructor or surroundings.
   2. One of the instructional goals is to provide your child with a fun & positive learning opportunity while developing separation skills.
   3. Keep the learning process fun.Please encourage your child to try new skills. Telling them they don’t have to listen to the instructor or try a new skill hinders their progress in the water.
4. **Parents should accompany all children into and out of the building for their swim lessons.** Instructors often need to speak with parents about their child, and cannot do so unless the parents are present.
5. **The Shelton Community Center is not responsible for unaccompanied minors in the Community Center.**
6. If children have a large age and/or ability gap, or parents and children are both requesting lessons, we HIGHLY recommend that they take separate lessons. In cases such as this, one participant often requires significantly more attention by the instructor and the second participant makes little to no progress.
7. **Infants or untrained children** are required to wear tight fitting waterproof pants over their swim diaper, and under their bathing suit to prevent leakage in the pool. If leakage occurs the pool will have to be closed immediately per health code. We recommend “Dappi Waterproof 100% Nylon Diaper Pants” on Amazon.

**LOCKER ROOMS AND POOL GALLERY**

* **Locker Rooms cannot be accessed until 5 minutes prior to the start time of your lesson.**
* **Children ages 6 and younger may use the opposite sex Locker Room.** The 2 single bathrooms opposite the Locker Room doors in the Pool Lobby are also available for parents to use if they wish.
* **The Staff Bathroom next to the Pool Gallery Door is not available to the public.** This bathroom is to allow instructors and lifeguards to use the restroom and return to work quickly. There are restrooms in the Locker Rooms if the 2 single bathrooms are full, as well as restrooms near the library.

Cancellations/Class Make-up Policy

* **The Shelton Community Center DOES NOT follow the Shelton School system for cancellations/closures.**
* If Parks and Recreation cancels a lesson due to immediate weather conditions (thunder and lightning) and/or health & safety reasonsparticipants will be notified by their instructor as soon as possible via the information listed on their account.
* **Call the Cancellation Line recording 203-331-4120 for closure information. Updates to the recording are made as necessary. An old message means no current updates.**
* Lessons that are not cancelled by the Parks and Recreation Department will not be made up or rescheduled.
* If an emergency arises & the private lesson participant needs to contact the instructor, they must attempt to reach the instructor directly via text, call, and email. If the instructor does not respond in a timely manner please call the Shelton Community Center, 203-925-8422, and email the Pool Director, j.taylor@cityofshelton.org.
* **If the participant needs to cancel a lesson, 24-hour notice is required or the lesson and fee is forfeited.** Any exception requests must be submitted in writing to the Pool Director and/or the Parks and Recreation Director. Final decisions are made by the Parks and Recreation Commission and are decided on a case-by-case basis.
* **Each set of 4 lessons must be completed within a 2 month period or unscheduled lessons are forfeit.** Appeals may be submitted to the Parks and Recreation Commission and are decided on a case-by-case basis.