

The following policies outline the Y's expectations for participants in private swim lessons at the Downtown and 20th Ave branches. We encourage members & guests to review our policies before visiting our facilities to ensure a pleasant experience.

AQUATICS PRIVATE SWIM LESSON POLICIES

- Private swim lessons are subject to staff and pool space availability.
- Private swim lessons are available for swimmers over 3 years old and include adapted and adult lessons.
- Private lessons must be paid for before they can be scheduled.
- Before paying for private lessons, the swimmer (or parent/ guardian) must speak with the Aquatic Coordinator regarding goals & plans for the lesson.
- All private lessons are 30 minutes long.
- Swimmers must notify their instructor directly a minimum of 12 hours in advance to cancel their session.
- Each swimmer is allowed one free short notice (less than 12 hours) cancellation. Subsequent occurrences and/or no-show sessions are not eligible for free cancellations and will be billed.
- If a swimmer cannot complete a full session for any reason, they are billed for a full session.
- If the YMCA or the instructor cancels the session, the swimmer will not be billed.
- All unused sessions expire 3 months from date of purchase.

For questions, please contact us: Downtown (920) 236-3380, 20th Ave (920) 230-8439