



FREQUENTLY ASKED QUESTIONS OF OUR LEARN TO SWIM PROGRAM

Can't seem to find what you're looking for? Email aquatics@knoxvilletn.gov

Classes that do not meet the required minimum number of participants (4) will be canceled.

- **Weather Policy:**
 - We will always have swim lessons no matter the weather. If it is raining so hard we cannot see the bottom of the pool or there is thunder or lightning in the area, the classes will not be in the water. In this case, the class will work on skills outside the pool and cover safety topics.
- **It rained one day; is there a makeup day or will we receive a refund?**
 - No, we offer lessons rain or shine. If it is storming or cooler weather, we will work on skills out of the water.
- **What is the cancellation Policy**
 - Participants who wish to cancel will be charged a \$10 cancellation fee and must cancel **five business days** prior to the first day of the lesson in order to receive a refund.
- **What is the difference between Preschool Level I & II and Learn-to-Swim Level 1?**
 - Age. A child cannot enroll in Learn-to-Swim Level I until they are 5 years of age.
- **Does my child have to take Preschool Level I in order to take Preschool Level II?**
 - No, the preschool levels are based on age (3-5) and comfort level. If your preschooler is very comfortable in the water they can skip Preschool Level I and go straight into Preschool Level II. The goal of Preschool Level II is to allow students who have not turned 5 years old yet to progress in the preschool classes, and not repeat the same Preschool class for two years.
- **Can I register my child all summer long for different levels?**
 - This is not recommended. There is no guarantee that the participant will advance.
- **What happens when my child is placed on a wait list?**
 - If your child is placed on a wait list we will be monitoring the list and contact you via email or phone if a spot opens up. Ensure that your contact information is accurate in your account.
- **What happens if my child is sick and unable to attend a lesson?**
 - We do not offer make up classes. If your child is unable to attend a class due to illness, they can attend the remainder of the week once they are feeling better. If they will miss multiple days, you can choose to transfer to a different week (\$10 transfer fee applies).
- **How do I know what level I should sign my child up for?**
 - Please see our [Swim Lesson Placement Guide](#) for assistance.



- **What does a participant receive upon completion of a lesson?**
 - A participant will receive an achievement card with feedback from the instructor. This card will have notes with improvements made throughout the week and what the participant can continue to work on. The achievement card will state if the level is to be repeated or if the participant is able to move up a level.
- **What happens if my child (or myself) is less or more advanced than the other children in the enrolled class?**
 - Our attentive instructors pick up on skill differences very quickly and are aware of the abilities that your child needs to have in order to maintain placement in his or her level. We understand that everyone learns in their own ways and at their own speeds, which is why our instructors observe and adjust teaching methods as needed. We're constantly evaluating our students and are very flexible when it comes to working with each child's individual strengths and weaknesses.
- **Can I request lessons to be taught by a specific instructor?**
 - Due to the number of swimmers within our lesson program, we cannot take requests for specific instructors. For development, it is important for swimmers to be able to learn with more than one instructor. All instructors follow American Red Cross guidelines and methods.
- **I don't understand why last summer my child (or myself) was swimming and very comfortable in the water but this year it seems like the skills were lost?**
 - Just like any other skill, swimming skills are best learned by repetition and practice. If a swimmer has not been in the water for several weeks, even months, swimmers will often lose their skills and will have to relearn them.
- **I feel like the learning/progression is going slower than I like. What should I do?**
 - Every swimmer progresses differently in their aquatic skills based on how much exposure they've had to aquatic environments. If you feel like your swimmer is not progressing as fast as you hoped, connect with your swimmer's instructor and aquatic manager at lessons to discuss the concern.
 - Keep in mind plateaus are common in any skill development, especially when a swimmer faces a hurdle that is difficult for them. Our instructors are sensitive to these issues and are trained to motivate and guide swimmers through these peaks and valleys. As a parent/swimmer, keeping the line of open communication with your instructor is crucial to overcoming these plateaus during the sessions.
- **Is there anything I can do outside of class to help my swimmer's learning progress?**
 - Learning to swim is not a skill that can be learned in just a few easy lessons and it requires time to develop and practice. We strongly recommend making swimming part of your weekly activities, swimming once or twice per week on an extended basis outside of swim lessons.
 - Practicing skills outside of class will help tremendously! Practice swimming as much as possible with a fellow swimmer. Many skills can also be practiced in the bathtub. Communicate with your instructor to help determine what skill(s) should be practiced outside of class based on the swimmer's skill level.