



Frequently Asked Questions

Learning to swim is an important part of your child's development. It offers life-saving skills in a fun and positive environment. We hope the answers below help with your questions. We are always available if other questions arise.

What is perpetual enrollment?

Enrollment is simple and renews monthly, saving you time and guaranteeing your day and time for consistency since we know how busy schedules can be. This differs from programs that register for predetermined session dates. When you enroll in your class, you will remain in that class until you give us notice you are withdrawing from the program. We look forward to seeing your child progress through our program and graduate through Level 10 or join our swim team.

If you need to switch to another class day or time that is more convenient for you, it is simple, just let us know and we will work with rescheduling your class.

How do I give my notice to drop out?

It is easy by clicking on the "Request Cancel" button within your registration account 30 days before your final lesson. We ask for 30 days notice so that we can make the needed adjustments to our schedule and contact families on our waitlist.

If I withdraw, can I return to my class day and time?

We cannot guarantee that there will be an available sport at your preferred day and time, but we'll do everything we can to work with your schedule and preferences. We recommend that you remain enrolled if the day and time is important to your schedule even if it means missing lessons occasionally. We offer make-ups and will do our best to accommodate your schedule.

Do I need to bring anything with my child for lessons?

We ask you to have a swim suit, goggles and a towel. We have swim suits, goggles, towels, swim diapers and more available to purchase from our swim shop. Our locker rooms have private showers and changing rooms. There are also single use restrooms available.

What if my child is not potty trained?

All non-potty children need to wear a swim reusable diaper. Disposable swim diapers such as "lil Swimmers" are not allowed in our pool. Reusable diapers such as Happy Nappys have a tighter fit to avoid any "accidents".

How does billing work with perpetual enrollment?

Each month you will be billed for the number of lessons in the month. For example, some months there might be 4 Saturdays in the month and some months there might be 5. You will be billed for the per lesson price as listed with registration. If there is a holiday or any other closure, you will not be billed for those days.

Will my child have the same instructor every week?

While we cannot make any promises, we try to keep consistency with scheduling. We understand that students respond to different instructors and we want your child to have the best experience possible. All of our instructors follow the same curriculum while they can have styles of teaching.

If my child changes levels, do I need to change classes?

It depends on the day and time of the class. We try to offer several levels at the same time to help keep your schedule consistent when a student advances. If we cannot accommodate the same day & time, we will work with you to find a class that fits your schedule.

Do you offer a sibling discount?

Yes, discounts for siblings and multiple lessons are included for those with MAC family membership.

Do you offer birthday party pool rentals?

Yes! Our facilities are available for birthday parties and other special events you would like to celebrate.