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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.

Getting Started with SwimAmerica Madison

Is there an evaluation prior to starting?

For SwimAmerica classes, placement is primarily based on the level descriptions. There is a quiz to help guide you to the best starting place. If you are in doubt of which level is the best starting point, we recommend starting with a lower level to build a confident foundation. For Swim Team placement, new swimmers are invited to attend an evaluation with one of our USA Swimming coaches.

How do I register?

Registration is done entirely online. Visit trainmac.com, click on Login/Register, create a family account, add your swimmer and browse available class times. Enrollment is open year-round and you can start at any time. If you have any questions, our staff is happy to help.

Can I join mid-session?

Yes, SwimAmerica Madison does not operate on a traditional session model. When you enroll in a class, that spot is yours on a recurring monthly basis until your swimmer graduates to the next level or your family decides to discontinue. There are no session end dates, no re-enrollment, and no gaps in learning. You can start at any time a spot is available.

What if my child is not potty trained?

All non-potty trained children need to wear a swim reusable diaper. We require Happy Nappy Duo reusable diapers which have a tighter fit and double lining to avoid any "accidents". These are available at the front desk if needed. Disposable swim diapers such as "lil Swimmers" are not allowed in our pool unless you have a Happy Nappy over them.

Lesson Scheduling and Attendance

What is perpetual enrollment?

Enrollment is simple and renews monthly, saving you registration 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.

Can we switch to another day or time?

Yes, 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. Schedule changes can be made through your MAC account subject to availability. If you need guidance finding a new time, contact the front desk team.

What if I need to miss a class?

We understand that you might not always be able to make every class so we ask that you notify us at least 1 hour in advance of your scheduled class time. Once notified timely, you'll receive a make-up token to be used within 30 days of your missed class.

How do I report an absence?

Absences can be reported through the "contact MAC" section of your account on the opening page under the "Sign Out" button online or by email. Both are available 24/7.

MAC Billing and Membership

How does billing work with perpetual enrollment?

One the 1st of 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.

How do I give my notice to drop out?

We do not offer a formal pause, but if you need to step away it is easy by clicking on the "Request Cancel" button within your registration account. With auto-renew occurring on the 1st of each month, you need to notify us by the 15th of the month prior to your final lesson to avoid being charged for the next month. Please use our website. Cancellations are not taken at the front desk or by phone.

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

We cannot guarantee that there will be an available spot 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 you offer a sibling discount?

Discounts are available for those with MAC family membership.

Swim Lesson Experience and Progress at SwimAmerica

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.

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.

How can I track my child's progress?

Progress can be viewed at any time through the Customer Portal online within the "Activity" section after coaches record evaluations. You can see which skills your swimmer has completed and which ones are still being developed.

MAC Facility and Safety

Are there health guidelines for attending classes?

We ask that swimmers who are sick or showing symptoms stay home to protect the health of other students and instructors. If your swimmer needs to miss class due to illness, please report the absence at least one hour before class to receive a makeup token.

How does the MAC handle severe weather?

The MAC pools are grounded and protected from lightning surges and will remain open during inclement weather unless conditions require a closure. In the event of a tornado warning, swimmers and families will exit the pool and shelter in the interior locker rooms until conditions are safe. Any closures will be communicated by email and social media.