



Swim School Policies and Procedures

- Please note that enrollment and attendance of swim lessons does not guarantee certification. The Learn to Swim Program follows American Red Cross guidelines. Students may take several sessions to complete each level. (Your child will benefit from any reinforcement you can provide.) Age restrictions also apply (as with Infant/Toddler and Preschool).
- Before arriving to classes, please sign in each day. The KAC Team will keep track of your attendance.
- If you have a balance on your account it must be paid in full before continuing on with swim school.
- Please keep in mind that we may combine classes if we see that a class may not have enough participants to run.
- Refunds will be given for medical reasons only. All refund requests must be submitted in writing to Meredith Jackson, Shift Leader, at meredithjackson@kingsporttn.gov, or at the front desk in the form of a doctor's note.
- Kingsport YMCA members who plan to register online need to show their YMCA card to the KAC front desk staff in order to update the system to reflect your YMCA membership prior to registration. Kingsport YMCA members that have not shown their card prior to registration will not receive a discount/refund once registered.
- Please arrive at least 5 minutes before the start of your class and meet the instructor at the warm water pool bleachers by the Palmer Center Warm Water Pool.
- Do not enter the water until class begins.
- Parents/guardians of all children must be available at all times to escort them to the bathroom or in case of emergency. Parents may observe classes from the bleachers on deck, benches, or from the wet corridor area beside the pool. We request that parents refrain from communicating with their child during lessons; however, we encourage parents to approach the instructor before or after class with concerns regarding their child's progress.
- Please remember that the **fee paid is for classes only**. This does not include free swim time for the student or his/her family before, during or after class. Please refer to the open swim times advertised in the information brochure. Regular admission fees or memberships may apply.
- Children who are not potty trained must wear a swim diaper under their swimsuit. If you do not own a swim diaper, you may purchase one at our front desk.
- If you have any questions about our swim school, please feel free to call our front desk at (423) 343-9758 and a staff member will promptly return your call.

Thank you for participating in our programs.