



RLE Swim Lessons Policies and Procedures

Registration Facts:

- **No Refunds:** Due to the volume of interest in the program, Rio Linda Elverta adheres to a no refund policy once a participant is registered.
- **Transfers:** Once registered, participants may transfer to a different session or class for an additional \$5 fee. The \$5 will be waived if the transfer is made by RLE Aquatic staff. Unless the transfer is made by RLE Aquatic staff, it is **your responsibility** to call or stop by the District Office to pay the \$5 fee at the time of the change.
- **Placement:** If you are unsure of the lesson level in which to place your swimmer, ask to talk to an Aquatic staff member to direct you into the right class.
- **Class Cancellations:** Rio Linda Elverta reserves the right to a cancel class due to low enrollment. In the case of a low enrollment, swimmers enrolled will be transferred to another class free of charge.
- **Class Schedule:** In case of low enrollment, all advertised classes may be canceled. Check with a RLE staff member to confirm current class times.
- **Late Registration:** Swim lesson registration closes at 5pm the Thursday before the next swim session begins. A \$5 late registration fee will be applied if registering after this time.
- **Credits:** Participants with a credit on their account may use it towards swim lessons. However, you must still register the swimmer in advance. There are no automatic enrollments.
- **Private Lessons:** Private lessons are available on a first come first serve basis during specifically scheduled times. All Private lesson registrations are final and cannot be rescheduled or refunded due to volume of interest in the program and staff scheduling constraints.
- **Class advancement:** If your swimmer's instructor promotes the participant to the next level and you have already registered them previously, it is **your responsibility** to call the District office (916-991-5929) and move your swimmer to the correct class, the \$5 transaction fee will be waived.

Swim Lesson Facts:

- **What type of Sunscreen should I use?:** Apply **water resistant** sunscreen SPF 15 or higher. All sun screens are different so please read instructions on proper application.
- **What do I need to bring?:** All you need for swim lessons is appropriate swim attire and a towel. Goggles are allowed as long as they do not cover the swimmer's nose. Lifejackets and floatation devices are not permitted at any time.
- **What if my child keeps crying?:** It's OKAY! Some swimmers cry during swim lessons and it is perfectly normal. Be patient, it's important to keep them in the water and allow them to adjust to the new situation. An Aquatics Specialist will be there the first day and periodically throughout each session to help adjust the children and to answer any questions or concerns you may have.
- **Is Toy Time necessary?:** Yes, it is an important part of swim lessons. This is a time the swimmers associate swim lessons with fun, especially with the young children. Toy time will vary at the end of each swim lesson depending on the class time and class size, but should not exceed 5min. If you have concerns about toy time or it is continually exceeding 5 min please notify the Recreation Supervisor at 916-991-5929.



**RIO LINDA ELVERTA
RECREATION AND
PARK DISTRICT**

**810 Oak Lane
Rio Linda CA, 95673
(916) 991-5929
www.RLEparks.com**

- **Can I talk to my instructor?:** Yes, it's important to communicate with the instructor and get feedback. Unfortunately, our instructors do not always get a chance to talk to every parent in a class. That said, if the instructor is available at the end of class, we encourage you to talk to them.
- **How many session will it take for my child to learn how to swim?:** Every child is different, some learning more quickly than others for a variety of reasons. It's important to stay positive and practice learned skills with your swimmer. Practicing outside of swim lessons can help swimmers advance more quickly. Also, it is normal for a child to take the same lesson level for multiple sessions.
- **What is the teacher to student ratio?:** 5:1
- **Is there a lifeguard on duty?:** Yes, there will always be a lifeguard on duty during all swim lessons. However, please do not leave any child unattended as a guardian must be present at all times in case of an emergency.

RLE appreciates feedback and Parent Evaluations will be done periodically during the season. However, if you are extremely happy or dissatisfied with your swim lessons we would appreciate being contacted in a timely manner. The Recreation Supervisor can be reached at 916-991-5929.

Thank you for choosing Rio Linda Elverta RPD for your Swim lessons!

Sincerely,
RLE Aquatic Staff