

# Program Details

## Where do I go?

Your lessons will be held at the Plantation Aquatic Complex. Please go the front desk by the pool as they will direct you to your lesson. The address is:

9151 NW 2nd Street  
Plantation, FL 33324

## Parking

There is a parking lot outside the Plantation Aquatic Complex. You are able to park in any empty spot without a sign on them.

## What do I bring?

A couple of things to consider bringing would include: a towel, a change of clothes, sunscreen, goggles, and water. Dive/Snorkel masks are not allowed for lessons. Goggles must only cover the child eyes if they wish to use during swim lessons.

## Appropriate attire

Only approved bathing suits (non-cotton or containing any metallic parts) are allowed in our pools. The lifeguards have the ultimate decision on what is acceptable and what is not. Inflatable toys and arm floaties are not allowed.

Swim diapers are required on all children who are not potty trained. **Changing diapers on pool deck is prohibited by state law.** Changing tables are provided in locker rooms and restrooms.

## Late/Absence Policy

You are responsible for being on time to all class sessions. If the participant is late, the instructor(s) will not schedule a make-up session. The same goes for classes that are missed entirely. Group lessons will always start at the designated time unless weather interferes. Participants that are late may join their designated lesson, but will only be given up to the allotted time. If none of the participants arrive within 15 minutes after the start time for the lesson, the instructor has the right to leave or start another lesson. Lessons will not be made-up or refunded for tardiness or absence.

## Make-Up Lesson Policy

Make-up days for swim lessons will ONLY be scheduled in the event that an entire class is cancelled due to inclement weather and must be approved by the Manager of the Plantation Aquatic Complex. Make-up lessons will be scheduled the week immediately after the last day of lessons, on the same day and times. We understand that south Florida weather can be unpredictable, but unfortunately if there are multiple days of cancellation, a certain amount of make-up lessons per session will be scheduled due to the availability of instructors and pool space. Make-ups is as follows:

Parent & Tot – A total of 3 make-ups will be scheduled per session.

Beginner 1, 2, and 3 – A total of 3 make-ups will be scheduled per session.

Level 1, 2, 3, and 4 – A total of 2 make-up lessons will be scheduled per session.

Adult – A total of 2 make-up lessons will be scheduled per session.

Make-up lessons will typically be the week immediately following the last session, unless stated otherwise by Plantation Aquatic Complex.

No individual make-up lessons will be allowed. No make-up lessons will be provided to individual students who miss time due to illness. Our instructors are not allowed to conduct make-up swim lessons at home residences due to personal safety and liability concerns.

If a lesson occurs and it is running more than half the scheduled time but called short due to weather and/or other reasons, that lesson will count and no make-up will occur. If the lesson is cancelled due to weather and/or other reasons and it was less than half the scheduled time, that lesson will qualify for a make-up, prior approval from the Plantation Aquatic Complex Manager.

### **Cancellation of classes**

If an individual class has to be cancelled due to unforeseeable circumstances by the Plantation Aquatic Complex, everything will be done to make up the class at a later date, but make up sessions are not guaranteed. Please see our make-up lesson policy.

### **Inclement Weather Policy**

Swim lessons will be cancelled in the event there is an inclement weather warning. An inclement weather warning is defined as:

1. Plantation Aquatic Complex lightning warning system (Thorguard) gives an alert
2. Sight of lightning by the lifeguard staff, instructors, or administrators of the Plantation Aquatic Complex
3. It is raining so much that the bottom of the pool cannot be seen
  - a. Be aware we will be open if it rains, but if it is severe rain that we cannot see the bottom of the pool then the pool will be temporarily closed until the bottom can be seen.
4. Air temperature falls below 65 degrees

It is Plantation Aquatic Complex policy that all patrons must clear the pool and deck area for any of these warnings. Swim lessons will resume once the lightning system gives the all clear and the lifeguard staff and/or manager gives ok. Every effort will be made to contact parents if it is suspected that your swim lesson will be cancelled for the day.

### **Special Needs**

We do our best to provide the optimal learning environment and experience for everyone taking our courses. If any participant has any condition and/or accommodation needed for any disability, please ensure to tell the front desk and/or management before/during your registration. We wish to ensure we are doing everything in our power to help you during swim lessons, but we need to be made aware beforehand to properly prepare. Any medical conditions that may

affect them during the lesson should also be informed at registration and to the instructors to ensure the safety for everyone.

## Parents

Parents may not leave the pool deck during the swim lessons. They must be available to take a child to the bathroom if the child needs to go during a lesson as swim instructors and lifeguards cannot leave the other youth in order to take them. Parents are asked to be at least behind the canopies during swim lesson times as to ensure all children are engaged with the lesson. If an instructor asks you to be closer, that is fine but no parent can be on the edge of the pool once lessons start.

Be aware that a parent/guardian must always be in the water with their child at all times for the Parent & Tot Lessons. There must be 1 parent/guardian per child. One parent cannot be with 2 children or more for this course.

## Plantation Aquatic Staff

If you feel a swim instructor, lifeguard, or other Plantation staff member does not provide a sufficient level of customer service, please contact the Plantation Aquatic Complex at (954) 452-2525. All participants and/or parent/guardians of participants will be given the opportunity to fill out an evaluation form at the completion of the session as well.

## Group Lesson

Please keep in mind that each group lesson is geared to assist all participants of similar swim capabilities and provide each one a safe and learning atmosphere. Our group lessons are geared to help participants better themselves in the water, whether it is being more comfortable and/or improving their swim strokes, while also teaching safe water practices. **If an instructor sees a participant is not suited for the currently enrolled group lesson (comfortability in the water, swimming capabilities, age of participant, etc.), the instructor may move them to a higher or lower group lesson.** The instructor has final say in which level and/or group the participant should go, all based on the skills and experience of each participant. If this is to occur, the instructor will inform the Manager of the Aquatic Complex Manager, which then the parent will be notified.

## Refund Policy

No refunds will be processed for unexcused absences during a session or once a session starts. This also includes lessons forfeited due to extreme tardiness. An excused absence is defined as:

- Severe illness with a doctor's note provided
- Untimely death in the family

A total refund can be assessed if a session is cancelled in its entirety by Plantation Aquatic Complex or a refund is requested prior to the start date of the session. Once a session starts no refunds will be given. In the unfortunate event a student misses a substantial number of swim lessons (more than 50%) due to illness, the Manager of the Plantation Aquatic Complex will need to review to determine what may be done.