



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA OF GREENVILLE AQUATICS PROGRAM FREQUENTLY ASKED QUESTIONS

Welcome to the pool!

Now that you're enrolled, please review the frequently asked questions below and contact your branch's Aquatics Director if you have additional questions.

How will the YMCA communicate information to me (cancellations, etc.)?

The YMCA will communicate all messages, emails and texts through Playerspace. Playerspace is a website and an app that the YMCA uses to keep parents informed. This tool helps to keep everyone updated on their class, instructor, weather, cancellations and reschedules. It is very important that you update your account to ensure your email and phone number are correct in order to receive all the latest information in real time. You can download the Playerspace app from your app store.

How do I choose the best level for my child?

Use the Lesson Selector Tool on our website or visit our Member Services desk to help choose a level. You can also contact the Aquatics Department to schedule a swim assessment to help you choose the right level.

What time should we arrive?

Participants are encouraged to arrive at least 5 minutes prior to the start of their swim lesson to check in. To save time, we suggest arriving already dressed in your swimsuit for the lesson. Family locker rooms are provided for participants needing to change.

What should we wear to our lesson?

Students should wear bathing suits that they are comfortable in. Students who get cold quickly may want to consider a long-sleeve rash guard as well. A towel and goggles that do not cover the nose are recommended. Swim diapers are required for any child who is not fully potty trained. Adults are encouraged to wear bathing suits appropriate for a family friendly facility or clothing that does not absorb water and makes movement easy in the water. All floatation devices will be supplied by the YMCA.

Do I need to stay for my child's lesson?

For participants ages 0-9 years old, at least one parent or guardian is asked to remain on the pool deck or in viewing areas the entire length of the class. For participants ages 10-12 years old, a parent or guardian does not need to remain on the pool deck, but must remain on YMCA premises. Participants ages 13 or older may attend swim lessons or swim academy without a parent or adult present. For parent/child classes, only one parent or guardian may accompany the child in the water during the class.

What is the class cancellation policy for inclement weather?

In the event of inclement weather (wind, thunder, lightning, storms), facility issues or unforeseen situations and we must cancel a lesson, the YMCA will provide a make-up swim lesson date which will be communicated out via Playerspace as soon as the make-up lesson date is established. The majority of make-up lessons will be held on Friday afternoons and evenings, however, due to staffing or other situations, your branch may hold make-up lessons on a different day which will all be communicated out via Playerspace. No refunds or system credits will be given for missed make-up lessons. In the event the YMCA is not able to provide a make-up date, a system credit for the missed class will be applied to your account at the end of the session.

What is the make-up policy for missed classes?

We do not guarantee make-up lessons for classes missed due to sickness, vacations or other reasons. Refunds and system credits will not be issued for class absences, so we encourage participants to attend all lessons. We understand special situations may arise, so please contact your branch Aquatics Director in the event of a class absence.

What if we are unable to finish our session (cancellation policy)?

Because swimmers learn best through repetition and consistency, students are encouraged to complete the session in full. If for whatever reason you are unable to complete the session, a system credit may be provided on a case-by-case basis for the unattended remaining lessons at the discretion of the Aquatics Director.

What is the cancellation and refund policy?

DATE CANCELLATION REQUESTED

REFUND/CREDIT

2 Weeks before start of session.....	Full refund will be issued.
1 Week before start of session.....	System credit for the full amount paid.
Session start date or later.....	No refund.

Can I register after the session has already started (late registration)?

Yes, if there is an available spot in the class, a participant may register after the session has started. Because you are registering for your spot in the class, fees are not prorated for late registration.

Can I move or switch my child’s swim lesson mid-season due to skill level or schedule conflict?

Yes. Working with the Aquatics Director, if there is an available spot at another time or a different level, a participant may transfer to that open spot. This cannot be guaranteed, so we suggest picking a time you know will work for the entire session and working with your Aquatics Director before the start of the session to ensure the right level is selected.

Can I request an instructor?

Unfortunately, we are not able to guarantee specific instructors at specific times.

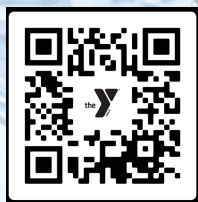
What are the program ratios and class length?

PROGRAM TYPE	STUDENT : INSTRUCTOR RATIO	CLASS LENGTH
Parent / Child.....	12:1.....	30 Minutes
Preschool Level.....	5:1.....	30 Minutes
Youth Level.....	6:1.....	40 Minutes
Teen and Adult.....	12:1.....	40 Minutes

How will I know if my child is progressing in the program?

Swim instructors keep a record of the skills each swimmer has been introduced to and each skill that has been mastered. Instructors will communicate frequently with parents or guardians throughout the session to inform them of their child’s progress. Swim instructors will also inform parents and guardians and make recommendations at the end of the session if a child should continue in the current level or progress to the next level. Progress will also be communicated through Playerspace.

Scan the QR Code below to download the Playerspace App to your phone!



Contact Us!

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YMCA OF GREENVILLE

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Our Mission: Following the example of Christ, we build healthy spirit, mind and body for all.