



ROSE BOWL AQUATICS CENTER

WELCOME TO THE ROSE BOWL AQUATICS CENTER PRIVATE LESSON PROGRAM

Thank you for choosing the Rose Bowl Aquatics Center for your water safety needs. We are here to ensure that you and your swimmer receive the highest quality instruction and benefits from all we have to offer. The goal of our program is to provide consistency, reliability, and getting results is the hallmark of our private lesson program. Private lesson clients will be paired up with an instructor that best meets the needs of each individual swimmer. Only our most experienced and accomplished instructors teach private lessons. Private instructors treat our private lesson participants as personal clients, although they are working for and representing the Rose Bowl Aquatics Center. All private lessons are done at the Rose Bowl Aquatics Center. Booking and scheduling of private lessons will be done through the Swim Lesson Coordinator. Our swim lesson instructors are CPR certified and go through intensive monthly in-services. All our instructors are qualified in working with children and are experienced in the water.

If you would like to find out more about other programs the Rose Bowl Aquatics Center has to offer please visit our website at www.rosebowlaquatics.org. We do appreciate the opportunity to work with you and your swimmer. In order to provide the best service possible for all clients, there are a few procedures and policies that must be followed. Your cooperation is essential to your swimmers success.

In this packet you will find all the information you may need to embark on for your private swim lessons. Please return any forms or papers needed to start your private lesson process to the Director of Swim Lessons or Swim Lesson Coordinator. If you find that you still have questions or concerns please contact the Director of Swim Lessons or Swim Lesson Coordinator who will be happy to further assist you.

Rose Bowl Aquatics Center
360 North Arroyo Blvd
Pasadena, CA 91103
(626) 564-0330
Fax (626) 356-7572
www.rosebowlaquatics.org

Sincerely,

Amanda Palencia

Amanda Palencia
Director of Swim Lessons
(626) 564-0330 ext. 410
apalencia@rosebowlaquatics.org

Suzi Alvarado

Suzi Alvarado
Swim Lesson Coordinator
(626) 564-0330 ext. 411
salvarado@rosebowlaquatics.org

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PHONE (626) 564-0330 – FAX (626) 356-7572 – WWW.ROSEBOWLAQUATICS.ORG
A Non-Profit Facility Serving All Members of Our Diverse Communities

GETTING STARTED

First things first

This packet must be thoroughly read over by the client with all necessary forms filled out and returned to the Swim Lesson Coordinator. The process will not begin until all forms are filled out and turned in. All forms introduced in this letter will be found in the back of this packet.

Forms included that need to be turned in are:

- Private Lesson Request Form
- Private Lesson Policy & Procedures Agreement Form
- Private Lesson Photo Release Form
- Private Lesson 12 Hour Cancellation Policy & Procedures Form
- Waiver of Liability

Scheduling the first private lesson

First a Private Lesson Request Form must be filled out with all the swimmer's information on it and returned to the Swim Lesson Coordinator. The Swim Lesson Coordinator will contact the client directly and discuss days and times available to schedule private lessons. The more flexible the swimmer's availability the faster a private lesson may be scheduled.

In the unlikely event that there are not any days and times that can accommodate the needs of our client and our instructor's availability, the swimmer will be placed on a waiting list. As soon as an appropriate time becomes available, the client will be contacted immediately to set up a lesson. Once an instructor is available, the client will be contacted to confirm the date and time of the first lesson. The waiting list will be on a first come first serve basis.

PAYMENT PROCEDURES

PAYMENT FOR SERVICES

- **Private Lessons** are \$35.00 for each, one half hour, private lesson.
- **As of March 1st Prices will be going up to \$37.00**
- **Semi-Private Lessons** (2 or 3 swimmers together) are \$20.00 for each, one half hour private lesson per swimmer.

All payments must be made through the Swim Lesson Coordinator at the time of scheduling. Private lessons may be purchased one month at a time or more. They may also be purchased one lesson at a time. The payment is to reserve the time slot for the amount of lessons purchased. Be sure to call and reserve time slots for the following month in order to continue private lessons. There are no guarantees that the time slot you purchase will be available for future scheduling that have not been paid for. If any time slot is open, it is available and may be purchased by another party. Once a payment is made, the time slot and day of the week can not be changed. There are no credits or refunds for missed lessons. Please see 12 Hour Cancellation Policy at the end of this handbook for more details.

DO NOT hand your instructor any type of payment for services (check and/or cash) at the facility or through any other means. Any agreement between client and instructor of payment is forbidden.

ATTENDANCE

Please attend all scheduled lessons in order to help create structure and the most beneficial learning environment for your child. If a cancellation must be made please contact the Swim Lesson Coordinator at least 12 hours in advance. Please refer to the cancellation policy at the end of the handbook for more details.

- When coming to your lesson, please be sure to sign in at the front desk in the Private Lesson Sign in Book.
- If the swimmer cannot finish the lesson for any reason and or needs to leave early, the lesson will not be able to credited or refunded in any way.
- If the swimmer has a long-term absence (more than 2 missed lessons in a row or gone for a 2 week period) without notice, the time slot may be given away unless that time slot is paid for. If the, time slot cannot be paid for; the swimmer will be placed on a waiting list. Upon the swimmers return the Swim Lesson Coordinator will do everything possible to schedule a private lesson immediately.
- The Rose Bowl Aquatics Center is open year round for private lessons and remains open for many school and national holidays. The Rose Bowl Aquatics Center may have scheduled closures due to UCLA football games and other events held in the park or at the stadium. Please check with the Swim Lesson office and your instructor if your scheduled lesson falls on any of these holidays or event days. Some closures are also posted on our website homepage www.rosebowlaquatics.org.
- If the Director of Swim Lessons or Swim Lesson Coordinator cannot be reached, please leave a voicemail message and your call will be returned as soon as possible.
- All private lessons will be held rain or shine. In the event of lightning, the pool will be shut down and we will then be able to schedule a make-up lesson for that missed lesson.

MAKE-UP LESSONS/ RESCHEDULING

Make-up lessons may be re-scheduled if notification of an absence is made at least 12 hours in advance. Although the make-up lesson is not guaranteed; days and times may be limited and the instructor may not be your regularly schedule private lesson instructor. Please contact the Swim Lesson Coordinator and every effort will be made to schedule a make-up lesson. In the event the lessons were cancelled on behalf of the Rose Bowl Aquatics Center due to events or circumstances that were beyond our control (i.e., contamination, lightning, etc) you will be automatically entitled to a make-up lesson.

Rescheduling of lessons must be made through the Director of Swim Lessons or Swim Lesson Coordinator directly. The email and phone numbers for the Director and Coordinator are; Amanda Palencia, apalencia@rosebowlaquatics.org (626)564-0330 ext.410. Suzi Alvarado, salvarado@rosebowlaquatics.org (626) 564-0330 ext. 411.

REFUND POLICY

Once you have scheduled private lessons and paid for them, no refunds will be issued. Refunds will not be given for missed lessons, cancelled lessons, unused private lesson cards or any other circumstances.

SAFETY AND CONSIDERATION FOR OTHERS

Please do not allow your swimmer to enter the pool until the instructor is present and ready to begin the lesson. During the lesson, please keep all belongings off the pool deck and away from the walk ways. Lifeguards and staff need to be able to move freely about the pool deck to implement other programs or in the event of an emergency. We ask that parents stay with their swimmers at the facility during the entire lesson in the event of an emergency. For the safety of all patrons at the Rose Bowl Aquatics Center, parents are asked to remain in the designated waiting area during the swimmers lesson, unless the swimmers instructor asks for the parent's participation.

PROPER SWIMMING ATTIRE & PREPARING FOR THE LESSON

A comfortable swimsuit should be worn. Rash guards or wetsuits are also recommended during the cooler months if necessary. Water shoes may be worn to the lesson but must be removed before entering the water. Goggles are highly recommended, and to be worn throughout the entire lesson. You may supply your own personal goggles or use the Center's goggles during the lesson. Please apply sun block at least 30 minutes prior to entering the water. This will allow for maximum sun block protection. It will also help the instructor while handling the swimmer without them slipping out of their hands. Please have your child use the restroom no more than 15 minutes prior to their lesson and please do not feed your child within 30 minutes prior to their lessons. If your swimmer is not potty trained or could possibly have a bowel movement in the water, an approved swim diaper must be worn that fits tightly around the legs. Please have long hair tied back and nails trimmed.

INSTRUCTOR

Your instructor will be waiting for you at the Customer Service table on the pool deck. Please exchange contact information with your instructor on the first day in order to communicate any questions, comments or concerns. Communication between instructor and client is vital in order to have the lessons run smoothly. Please feel free to discuss details about your child's lesson with your instructor at the end of the lesson. You may discuss how many more private lessons may be necessary and when moving back into group lessons will be beneficial. There also may be simple lessons that you can work on with your swimmer at home. If your instructor asks for any type of payment made directly to them, please notify the Swim Lesson Coordinator immediately.

In the event the instructor is late to the lesson or does not show up; that lesson will be free, it will be taught by an instructor, and you will also be given a credit in the amount of one private lesson.

PERMISSION AND PHOTO RELEASE

On occasion, students are photographed and filmed for educational programs, center brochures, website, newspaper articles and school programs. No information regarding the swimmers will be publicized.

CONTAMINATION

In the event of a contamination and your lesson is impacted we will do everything to try and move the lesson to another pool here at the center. In the event pool space is not available, we will reschedule your private lesson. Please understand that any closure due to contamination is done to protect the health and safety for all swimmers and patrons.

Depending on the type of contamination will determine the amount of time the pool will be shut down for. In order to prevent this from happening, we ask that all patrons use the restroom before entering the water. We also mandate that all swimmers under the age of 3 and any babies or swimmers who are not potty trained wear an approved swim diaper (i.e. little swimmers.) Please do not allow swimmers to eat within 30 minutes prior to entering the pool in order to allow the food proper time to digest.

12 HOUR CANCELLATION POLICY

If a lesson is cancelled less than 12 hours in advance, no make-up lesson or credit will be available. If your child wakes up sick, or you sense that your child is getting sick please contact the Swim Lesson Coordinator immediately. If the office is closed or you cannot reach the Director of Swim Lessons or the Swim Lesson Coordinator, please leave a voicemail message.

Unfortunately, we are still obligated to charge for the missed lesson if the phone call and/or message is documented less than 12 hours in advance. Although we recognize emergencies and illnesses do occur, private lesson instructors are left unable to adjust their schedules at the last minute and are dedicating their time to you and your swimmer.

If the swimmer has a long-term absence (more than 2 missed lessons in a row or gone for a 2 week period) without notice, the time slot may be given away unless that time slot is paid for. If the time slot cannot be paid for, the swimmer will be placed on a waiting list. Upon the swimmers return the Swim Lesson Coordinator will do everything to schedule a private lesson immediately.

If you have a scheduled absence (vacation, doctors appointment, etc.) you must cancel the lesson by notifying the Swim Lesson Coordinator and your scheduled instructor. For any excused absence with proper notification, your family will be able to re-schedule your private lesson.

The Rose Bowl Aquatics Center Swim Lesson Program does not run concurrent with school and national holiday schedules. Please check with the Swim Lesson Coordinator and your instructor to find out if the Center will be closed for any holidays.

Please keep this Private Lesson Information Packet for future reference. Be sure to turn in all forms in order to begin the Private Lesson Scheduling process.

Welcome to the Rose Bowl Aquatics Center and we are happy to have you become a member of our private lesson family!



Private Lesson Request Form

Rose Bowl Aquatics Center

1. Swimmer's Name: _____ **Birth Date:** _____

2. Swimmer's Name: _____ **Birth Date:** _____

Parents/Main Contact name(s): _____

Address: _____ City: _____ Zip Code: _____

Home # : () _____ Work/Cell # : () _____

Email: _____

Between the hours of 6:00am – 8:00pm
Monday Tuesday Wednesday Thursday Friday

Preferred Time: _____ am/pm _____ am/pm _____ am/pm _____ am/pm _____ am/pm

Between the hours of 8:00am – 4:30pm
Saturday Sunday

Preferred Time: _____ am/pm _____ am/pm

How Many Times a Week: 1 2 3 4 5 6 7

Currently in Groups: Yes No Special Needs: Yes No Regional

Center: Yes No

1. Swimmer's Level: _____ Swimmer Needs To Work On: _____

2. Swimmer's Level: _____ Swimmer Needs To Work On: _____

Instructor Requested by Swimmer: _____ (not guaranteed)

Date Originally Posted: _____

OFFICE USE ONLY

Instructor: _____ Phone Number: _____

Date & Time of first lesson: _____

PAID Days & Times Scheduled To Swim: _____



12 Hour Cancellation Policy & Procedures Form

Rose Bowl Aquatics Center

If a lesson is cancelled less than 12 hours in advance, no make-up or credit will be available. If your child wakes up sick, or you sense that your child is getting sick, please contact the Swim Lesson Coordinator immediately. If the office is closed or you cannot reach the Swim Lesson Coordinator, please leave a voicemail message.

Unfortunately we are obligated to charge for the missed lesson if the phone call and/or message is documented less than 12 hours in advance. Although we recognize emergencies and illnesses do occur, private lesson instructors are left unable to adjust their schedules at the last minute and dedicating their time to you and your family.

If the swimmer has a long-term absence (more than 2 missed lessons in a row or gone for a 2 week period) without notice, the time slot may be given away unless that time slot is paid for. If the time slot cannot be paid for, the swimmer will be placed on a waiting list. Upon the swimmers return the Swim Lesson Coordinator will do everything to schedule a private lesson immediately.

If you have a scheduled absence (vacation, doctors appointment, etc.) you must cancel the lesson by notifying the Swim Lesson Coordinator. For any excused absence with proper notification, your family will be allowed to make up the private lesson.

The Rose Bowl Aquatics Center Swim Lesson Program does not run concurrent with school and national holiday schedules. Please check with the Swim Lesson Coordinator and your instructor to find out if the Center will be closed for any holidays.

I have read, understand, accept and agree to follow the 12 Hour Cancellation Policy & Procedures.

Swimmers Full Name (please print)

Parent/Guardian Full Name (please print)

Parent/Guardian Signature (if swimmer is under 18)

Date



Private Lesson Photo Release Form

Rose Bowl Aquatics Center

On occasion, students are photographed and filmed for educational programs, newspaper articles, Center brochures, website, and school programs. All digital images, prints, negatives and positives, video-recorded images and audio recordings shall constitute the property of the Rose Bowl Aquatics Center solely and completely. I hereby give permission for my child to be photographed during the swim lessons at the Rose Bowl Aquatics Center.

Swimmers Full Name (please print)

Parent/Guardian Full Name (please print)

Parent/Guardian Signature (if swimmer is under 18)

Date

Contact Information:

Parent/Guardian Full Name

Relationship to swimmer

Home Phone

Work/Cell Phone

Email Address



Private Lesson Policy & Procedures Agreement Form

Rose Bowl Aquatics Center

I have read the Private Lesson Booklet and understand all policies and procedures. I understand in order for the swimmers to receive the highest quality instruction and benefits from the program it is essential for all clients to follow all necessary procedures.

I know that I am able to contact the Director of Swim Lessons or Swim Lesson Coordinator with any questions, comments or concerns regarding the program and they will be able to assist me.

Swimmers Full Name (please print)

Parent/Guardian Full Name (please print)

Parent/Guardian Signature (if swimmer is under 18)

Date

Contact Information:

Parent/Guardian Full Name

Relationship to swimmer

Home Phone

Work/Cell Phone

Email Address



Waiver of Liability

Family Last Name: _____
This is the last name this waiver will be filed under

Swimmer's Name: _____
Last First Birth Date

Swimmer's Name: _____
Last First Birth Date

Swimmer's Name: _____
Last First Birth Date

Swimmer's Name: _____
Last First Birth Date

In consideration of my being accepted for entry in a swim or dive program at the Rose Bowl Aquatics Center, Pasadena, California and of being allowed to undertake any other physical activities or to use any facilities or equipment of the Rose Bowl Aquatics Center, I do hereby unconditionally waive and release the Rose Bowl Aquatics Center, and all affiliated entities thereof, their successors, assigns, and all officers, representatives, agents and employees thereof any and all claims, damages, liability, actions or demands from injury or lost of any nature whatsoever which I may have or which may hereafter accrue to me in connection with said program or other activity arising out of my use thereof or my participation therein, and for any acts of negligence committed by an agent, servant, or employee of the Rose Bowl Aquatics Center, or any related or successor activity.

I do understand the risks that are inherent in my participation in the above stated program, including injuries, damages, and losses of every nature, and I do hereby expressly assume all such risks. I further certify that I am in good physical condition and I am not aware of any disease or injury that would result in my being injured during any program participation. I hereby grant permission if I should suffer injury or illness, for the officials of the program to use their discretion to have me transported to a medical facility for medical care and treatment, and I take full responsibility for this action.

I have read the above release and understand that I am entering the program at my own risk. This release should be binding on me, my personal representatives, assigns, heirs, and next of kin for any and all damage and any claim or demands therefore on account of injury of the person or property or resulting in the death of the undersigned.

Parent/Guardian's Name: _____
(Please Print) Print Last Print First

Home Phone Number : (____) _____ EMERGENCY NUMBER: (____) _____