

# ROSE BOWL AQUATICS CENTER

## WELCOME TO THE ROSE BOWL AQUATICS CENTER PRIVATE LESSON PROGRAM

Welcome to the Rose Bowl Aquatics Center. We are happy to have you become a member of our private lesson family. Thank you for choosing our facility 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 faster progress 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 instructors teach private lessons. All private lessons are done at the Rose Bowl Aquatics Center. Booking and scheduling of private lessons will be done through the Swim Lessons Office. We pride ourselves on employing instructors that are passionate about the water and increasing water safety for children of all ages.

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 all forms to the Swim Lessons Office. You may return completed packets at the front desk, via fax or they can be emailed directly to the Private Lesson Coordinator or Swim Lessons Director. If you find that you still have questions or concerns please contact the Swim Lessons Office who will be happy to further assist you.

Sincerely,

Juan Torres  
Private Lesson Coordinator  
(626) 564-0330 ext. 411  
Fax (626) 470-9649  
[jtorres@rosebowlaquatics.org](mailto:jtorres@rosebowlaquatics.org)  
[www.rosebowlaquatics.org](http://www.rosebowlaquatics.org)

Cristina Alvarado  
Swim Lessons Director  
(626) 564-0330 ext. 407  
Fax (626) 470-9649  
[calvarado@rosebowlaquatics.org](mailto:calvarado@rosebowlaquatics.org)  
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## GETTING STARTED

**Please read entire packet thoroughly. If you choose to participate in Private/Semi-Private lessons we will assume that you are agreeing to comply with all policies and procedures. We will only accept packets that are filled in their entirety.**

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

### Scheduling Privates:

Step 1:

Fill out Private Lesson's packet and return to the Swim Lessons Office. (Packets are located at the front desk and a printable PDF may be found on our website)

Step 2:

Wait to be contacted. The Swim Lessons Office 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.

Step 3:

When booking reoccurring lessons: Registration for Private Lessons opens the 15<sup>th</sup> of the prior month. Be sure to call and reserve your time slot because Private Lessons are booked on a first come first served basis. **If any time slot is open, it is available and may be purchased by another patron.**

### Consistent Schedule Perk:

Booking a consistent schedule is beneficial to our clients if they are looking to hold a time slot for the following month. Consistent clients are contacted by our swim lessons office sometime between the 12<sup>th</sup> and the 14<sup>th</sup> of each month to confirm if they would like to keep their consistent day and time. **If the swim lessons department fails to hear back from clients with a consistent day and time prior to the 15<sup>th</sup> at 10 AM, their time will be forfeited and may be booked by other private lesson clients.**

## PAYMENT PROCEDURES

### PAYMENT FOR SERVICES

- **Private Lessons** are \$42.00 for each half hour lesson.
- **Semi-Private Lessons** (2 swimmers together) are \$25.00 for each swimmer, for each half hour lesson (second swimmer not provided by office)

All payments **MUST** be made through the Swim Lessons Office at the time of reservation. Unlike our group lessons, scheduling private lessons are flexible. You may reserve one lesson at a time or for schedule consistency purposes you may book up to one month in advanced. Once a payment is made, there are no refunds. Please see our 12 Hour Cancellation Policy at the end of this packet for more details.

**Any agreement between client and instructor of payment is forbidden.** To avoid suspicion do not hand your instructor any type of payment for services (cash or check) at the facility or through any other means. Gifts/ gift cards are appropriate as long as they are not in exchange for lessons.

## **ATTENDANCE**

Please attend all scheduled lessons; consistency is key in creating a beneficial learning experience for your child. If a cancellation must be made, please contact the Swim Lessons Office at least 12 hours in advance. No credits will be issued if the swimmer is a no call/no show. If the Swim Lessons Office cannot be reached, please leave a voicemail message and your call will be returned as soon as possible.

- When coming to your lesson, please be sure to check in at the front desk.
- Please arrive 10 minutes early to locate your instructor before the lesson starts.
- You will be directed to the pool deck to meet your instructor.
- If the swimmer cannot finish the lesson for any reason and or needs to leave early, the lesson will not be able to be credited or refunded in any way.
- 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 Lessons 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](http://www.rosebowlaquatics.org).
- 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 canceled 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 Lessons Office 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 automatically receive a credit on your RBAC to reschedule the lesson.

## **REFUND POLICY**

Once you have scheduled and paid for private lessons, no refunds will be issued. Refunds will not be given for missed lessons, cancelled lessons, 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 on the pool deck to implement other programs or in the event of an emergency. We ask that parents stay at the facility throughout the duration of their

lesson. Parents/ guardians do not get in the water, and are expected to wait 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. 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. Water shoes may be worn to the lesson but must be removed before entering the water. 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 hairs tied back and nails trimmed.

### **INSTRUCTOR**

Your instructor will be waiting for you on the pool deck. Instructors are typically found under the score board, in the recreation or therapy pool. 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. Our swim lesson instructors are CPR certified and go through monthly in-services. All our instructors are qualified in working with children and are experienced in the water. If your instructor asks for any type of payment made directly to them, please notify the Swim Lessons Office immediately.

### **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 Lessons Office immediately. If the office is closed or you cannot reach the Swim Lessons Office, 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 upon the swimmers return the Swim Lessons Office will do everything to schedule a private lesson immediately.

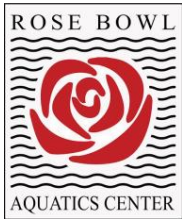
If you have a scheduled absence (vacation, doctors appointment, etc.) you must cancel the lesson by notifying the Swim Lessons Office. For any excused absence with proper notification, your family will be able to re-schedule your private lesson.

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

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**Please keep this Private Lesson Information Packet** for future reference.





# Private Lesson Request Form

## Rose Bowl Aquatics Center

1. Swimmer's Name: \_\_\_\_\_ DOB: \_\_\_ / \_\_\_ / \_\_\_ Gender: M F

2. Swimmer's Name: \_\_\_\_\_ DOB: \_\_\_ / \_\_\_ / \_\_\_ Gender: M F

Parent/Main Contact name: \_\_\_\_\_ DOB: \_\_\_ / \_\_\_ / \_\_\_ Gender: M F

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home #: ( ) \_\_\_\_\_ Work/Cell #: ( ) \_\_\_\_\_

Email: \_\_\_\_\_

**Between the hours of 8:00am – 8:00pm**  
(Circle preferred day and fill out time)

Monday	Tuesday	Wednesday	Thursday	Friday
_____ am/pm	_____ am/pm	_____ am/pm	_____ am/pm	_____ am/pm

**Between the hours of 9:00am – 4:30pm**  
(Circle preferred day and fill out time)

Saturday	Sunday
_____ am/pm	_____ am/pm

How Many Times a Week: \_\_\_\_\_

**Private Lessons will be taught in the Recreational pool.**

Currently in Groups: Yes No

Special Needs: 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**

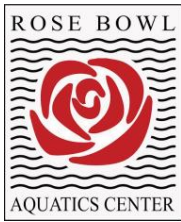
Instructor: \_\_\_\_\_

Date & Time of first lesson: \_\_\_\_\_

Notes: \_\_\_\_\_







# **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 Lessons Office immediately. If the office is closed or you cannot reach the Swim Lessons Office, 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 upon the swimmers return the Swim Lessons Office 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 Lessons Office. 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 Lessons Office 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)

\_\_\_\_\_  
Swimmers Signature

\_\_\_\_\_  
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)

\_\_\_\_\_  
Swimmers Signature

\_\_\_\_\_  
Parent/Guardian Signature (if swimmer is under 18)

Date\_\_\_\_\_

### **Contact Information:**

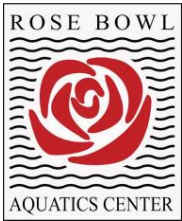
\_\_\_\_\_  
Parent/Guardian Full Name

\_\_\_\_\_  
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 packet 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 Swim Lessons Office with any questions, comments or concerns regarding the program and they will be able to assist me.

If I would like further information on Private Lesson Policies I agree to have those emailed to me.

\_\_\_\_\_  
Swimmers Full Name (please print)

\_\_\_\_\_  
Swimmers Signature

\_\_\_\_\_  
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