

# SWIM LESSON REGISTRATION

## INSTRUCTIONS

**NEW!** All Swim Lesson Registration Closes on  
Wednesday October 21 at 10 pm.

**PRIORITY REGISTRATION** is for **Facility Members currently enrolled** in swim lessons and immediate family members on the same membership that wish to enroll.

**Priority Registration will take place in the Family Gym, 7 am - 8 am . Please enter the Facility through the East entrance by the Climbing Wall. Those dropping off forms after 8 am, please give your form(s) to Member Services staff at the front desk.**

**Member Services staff will begin accepting Priority Registration forms and time-stamping them on Saturday, October 10, 2009 at 7 am.**

If you are unsure of your child's correct swim level, please find your child's grade on the Wall Roster (located outside the woman's locker room, pool side) or contact the aquatics department in advance.

Upon drop-off, your form must be filled out completely. Forms without payment information (Visa or MasterCard number) or an attached check will forfeit their place and be put in the bottom of the pile to be called at our earliest convenience.

**If you wish to sign up for two or more, one-day per week classes, you will need to fill out two or more Priority Registration forms and attach them together with the appropriate payment.**

If your first choice is unavailable and you do not list a second choice, you will automatically be waitlisted **without** a confirmation phone call. If all of your choices are full, you will receive a phone call to request another choice. If you do not answer we will make a note and move onto the next form.

**You may call in your registration after 1 pm.** In which case, the form will be filled out for you (Visa or MasterCard number) and we will time-stamp it in the order in which the call was received. If a Member Services staff is not available, we will take down your name and number and call you back at our earliest convenience.

We do our best to process the forms in the order received. Confirmation emails will be sent out the following week, indicating which class(es) you are registered for.

**FACILITY MEMBER REGISTRATION** is for Facility Members only.

Facility Member Registration will take place in the main lobby. Please enter the Facility on the north side, main entrance.

**Member Service staff will be handing out numbers at 7 am Saturday, October 17, 2009. Each number will correspond to a time (within 15 minute increments), after 7 am, that you are to return for live registration.** If you are not present (within your 15 minute increment) when your number is called, you forfeit your number.

Upon arrival, please have the swim level/day/time ready (first, second & third choice). **If you are unsure of your child's swim level and/or ability please contact the aquatics department in advance to schedule a swim assessment test.**

**You must have a current/active facility membership.** Payment is due upon registration.

**You may call in your registration after 1 pm.** If a Member Services staff is not available, we will take down your name and number and call you back at our earliest convenience.

**PROGRAM MEMBER REGISTRATION** is for non-facility members who wish to participate in swim lessons, regardless of they are currently enrolled or not.

Program Member Registration will take place in the main lobby. Please enter the Facility on the north side, main entrance.

**Member Service staff will be registering beginning at 8 am on Wednesday, October 21, 2009.** The participant must have a current program membership or a program membership may be purchased (\$35 Annual Individual, \$15 Single Session) at the time of registration.

**Everyone is welcome. Financial assistance is available.**

The YMCA of Greater Seattle is a charitable, non-profit membership organization serving King and south Snohomish counties since 1876.

# CREDITS AND REFUNDS

Please use the following guidelines when requesting credits or refunds for **Aquatic Programs**. **Credits** are positive balances made to a participants account. **Refunds** are a repayment of funds dependent on the type/original payment.

Credits and Refunds may only be given during the current swim lesson session. Your request for Credits/Refunds must be done during this time.

Credits do not expire and can be used for any Northshore YMCA program. Credit slips will be mailed to participants and kept on file at the Northshore YMCA.

Reasons for credits/refunds may include: broken arms, chicken pox, serious illnesses, family emergencies etc. Documentation is required for any medical absences.

Absences due to: scheduling conflicts, vacations and common cold/flu are not eligible for credits/refunds. Please check your schedule before registering for programs.

## CREDITS

If a participant withdraws from the class **24 hours before** the first class takes place, they may receive 100% **credit** regardless if the class is or is not full.

If a participant withdraws less than 24 hours from the first class and **it is not full**, they may receive **credit** for 100%, not including any classes that have already happened.

If a participant withdraws less than 24 hours from the first class and **their class is full**, they may receive a **credit** for 60%, not including any classes that have already happened. This is compensation for the participant taking a space we possibly could have filled.

## REFUNDS

There will be a **\$10 processing fee** on all **refunds** initiated by the member.

If a participant withdraws from the class **24 hours before** the first class takes place, they may receive 100% **refund** regardless if the class is or is not full, not including the \$10 processing fee.

If a participant withdraws less than 24 hours from the first class and **it is not full**, they may receive a **refund** for 100%, not including any classes that have already happened & not including the \$10 processing fee.

If a participant withdraws less than 24 hours from the first class and **their class is full**, they may receive a **refund** for 60%, not including any classes that have already happened & not including the \$10 processing fee

The Aquatics Department welcomes questions.

Please let me know if I can be of assistance,

*Jamie Owens*

Jamie Owens  
Aquatic Director  
425-485-9797 or jowens@seattleyymca.org

For all Swim lesson information, please visit our website at [Seattleyymca.org](http://Seattleyymca.org)  
(Direct web address: [ymcanorthshore.org](http://ymcanorthshore.org))

Click on Calendars/Schedules and scroll down to the section titled Aquatics. Here you will find current swim lesson schedules, printable Priority Registration forms, yearly session dates, Registration Instructions and Credit/Refund policy. Under this section you will also find Swim Lesson Program Information which gives skill requirements for passing each level. Happy swimming!

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