



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

THE NEW YMCA OF GREATER HARTFORD SWIM SCHOOL

At the YMCA of Greater Hartford Swim School, we are dedicated to teaching high quality and engaging swimming skills that will last a lifetime. Through time-tested curriculum and mission-driven instruction, students will gain confidence and unlock their potential, all while focusing on fun and safety. Lifelong success for the leaders of tomorrow.

WHAT IS THE NEW SWIM SCHOOL?

The "NEW" YMCA of Greater Hartford Swim School is a way to make swim lessons more convenient for families. In a move to a monthly draft payment design; a departure for us from our traditional "session based" swim lesson. Allowing families, convenience and flexibility when scheduling their swim lessons. Beginning on April 1, 2021 all our Swim Lessons will now be on a monthly draft payment plan. This will offer participants consistency in their swim lessons. They will have a consistent instructor over a longer period of time. This will create stronger and more confident swimmers. Spring swim school runs from April 1, 2021- June 2021.

WILL MY CHILD'S PROGRAM QUALITY CHANGE?

We will continue to provide the highest quality program that you have grown accustomed to. Safety, quality, and fun will continue to be our priority. Moving forward our program staff will instruct participants over a longer period of time. Developing trust and ensuring instructional consistency.

WHAT HAPPENS IF I DON'T WANT TO DO A FULL YEAR?

No problem! We know life is busy and we want our lessons to be as flexible as possible, so we can best meet your family's needs. We require at least one month of participation in the program. You are free to withdraw from the program after that time. All cancellation notices must be in by the 1st of the month, with 30-days in advance notice to cancel your payment. [Click here](#) to complete an EFT change form.

DOES MY CHILD HAVE TO HAVE AN ACTIVE MEMBERSHIP TO PARTICIPATE IN THIS PROGRAM?

No, you are not required to have an active membership to participate in this program. There is different pricing for members and program members. We do encourage participants to have an active membership as there are so many great benefits when you become a member. An active membership will also allow participants to come and practice what they learned in their lesson in their free time.

HOW DO I CANCEL MY MONTHLY PAYMENTS?

[Click here](#) to complete an EFT Change Form or ask for one at the membership center. All cancellation notices must be in by the 1st of month with a 30-days in advance notice to cancel your payment.

CAN I SWITCH PROGRAMS MID-YEAR?

Sure! [Click here](#) to complete an EFT Change Form and contact your Aquatics Coordinator with any questions or concerns. If a scheduling conflict arises and you need to switch your day and time, a Change of Program Form is required to be filled out and approved by the Aquatics Coordinator. Please note, we do reserve the right to cancel, alter, or move students based on enrollment and the needs of participants. We will do our best to try and find a different day/time that meets your family's needs.

ARE THERE REFUNDS AND MAKE-UP'S IF I MISS A CLASS?

Yes, a make-up is offered once per month. Contact your aquatics coordinator for days/times of the make-up lesson. Note, make-up lessons are not intended to be an extra or replacement for regularly scheduled swim lessons.

Remember, we're planning for and staffing for you or your child to be present regardless of whether you attend. Refund requests may be granted in the case of medical circumstances with proper documentation within seven business days of a missed lesson (e.g., medical note).

Make-ups are not offered for holidays, facility shutdowns, inclement weather, off days and weeks, all make-ups have been factored into the program fees. If for any reason beyond our control, the YMCA of Greater Hartford will pause all future drafts.

HOW WILL MY CHILD'S SKILLS PROGRESS WITHOUT CHANGING LEVELS?

In every lesson participant will build on the skills learned from prior lessons. Instructors will use these skills to develop new skills each week based on participants individual performance. Participants can be moved mid-session if all skills are met before the end of the session. Participants will be challenged and supported in his/her progress throughout the year, continuing the repetition of skills they need to develop until they succeed. Feel free to ask your branches' Aquatics Coordinator for skills that you can practice with your child during family swim.

HOW DO I KNOW WHICH STAGE MY CHILD SHOULD REGISTER FOR?

We are happy to assist in the placement, of all participants, to ensure a positive experience and transitions to our swim school. Each stage in swim lessons have skills that participants must complete to move to the next stage of swim lessons.

Under Registration online, you can find the "Swim Lessons Class Selector" link on our Aquatics page. This guideline will assist you in registering your participant in the correct stage.

Still unsure and would like guidance? Please contact the branch Aquatics Coordinator, (see below) to set up an assessment.

DO I HAVE MY CHOICE OF AUTOMATIC PAYMENT DATES?

All monthly payments are charged on the 1st of the month. Please review our Billing Terms & Conditions for additional details. If you still have questions, please contact your branch.

WHAT IF I WANT TO CHANGE CREDIT CARDS MID-YEAR?

No problem, we would be happy to do so! You can edit your payment details any time by updating your payment details in your account online. You can also stop by the Welcome Center, call your local Branch, or submit the change payment form. (Add in form)

PARTICIPANTS CURRENTLY ON THE SWIM LESSON WAIT LIST?

We will make every effort to place participants in a class, we do pride ourselves on safety and therefore simply adding another participant to a scheduled lesson may not be within our instructor to participant ratio. We ask that families be patient as the Aquatics Coordinators will contact you as soon as a spot becomes available.

MY QUESTION WAS NOT ANSWERED

Please contact your local Branch Aquatics Coordinator.

Downtown YMCA, Christie Gonzalez: Christie.Gonzalez@GHYMCA.org

Farmington Valley YMCA, Colin Truczinskas: Colin.Truczinskas@GHYMCA.org

Hale YMCA, Tarin McKinnon: Tarin.Mckinnon@ghymca.org

Indian Valley Family YMCA, Christina Noellbravi: Christina.Noellbravi@GHYMCA.org

Wheeler Regional Family YMCA, Charles Halapin: Charles.Halapin@GHYMCA.org

Association Director of Aquatics, Kim Scofield-Gamboa: Kim.Gamboa@GHYMCA.org