



Avila Bay Athletic Club

Swim Lesson Policies

At the Avila Bay Athletic Club, our goal is to deliver you and your child a high quality swim lesson experience. We strive to maintain an environment of excellence at the club and will do our best to make sure you are satisfied. In order to maintain a cooperative environment between members and non-members, and to allow us to continue to offer high-quality lessons and classes to everyone in the community, we ask that all participants adhere to the following policies:

1. **All lessons must be paid for prior to starting the first class.**
2. **In order to qualify for member pricing, class participants must be club members.** Children and grandchildren of members must have their own membership to qualify for member rates.
3. **To maintain safety, swim levels 1-4 are required to be in private lessons only.** Semi-private lessons are only available for levels 5 and above, and must be approved by the aquatics director or swim lesson supervisor after an assessment lesson.
4. **We will do our best to meet your schedule demands for private and semi-private swim lessons.** In the event that we need to cancel or change a class, you will be given a minimum of 24 hours notice via e-mail, text, or phone call. If you do not receive prior notice and you show up for a lesson, we will find an alternate instructor for you or you will be credited with a free swim lesson.
5. **In the event that you need to cancel or change a lesson, stroke workshop, or other class, we require a minimum of 24-hour notice.** You may contact your instructor directly or call the aquatics department at 805-595-7600 x111. You may be charged for lessons that are not cancelled within 24-hours of starting.
6. **Semi-private lessons require both swimmers to be present.** In the event that only one swimmer shows up, the absent swimmer may be charged.
7. **All 4-day seasonal lesson packages require a minimum of 24-hours notice cancellation before the first day.** There are no refunds, make-ups, or pro-rated credits offered for any missed classes once the 4-day session starts.
8. **Due to pool space requirements, non-members are not allowed to use the pools or hot tubs before or after lessons.** Only the person taking the lesson is allowed to be in the pool during the lesson time with the instructor.
9. **Parents/Guardians must remain at poolside for the duration of the lesson.**