



**West Morris Area YMCA**  
**Swim Lesson Program Policies**  
**\*Subject to Change\***

**Contact Information:**

- Associate Director of Aquatics-Programs: Samantha Fleming
- Administrative Associate of Aquatics- Renee Gessie (same email and extension)

**Email:** aquaticinfo@wmaymca.org (Our preferred method of contact is email to ensure a timely and efficient response.) (Response time up to 48 hours)

**Phone:** (973) 366-1120 ext. 5046 (Response time up to 72 hours)

Samantha's Work Schedule: Tuesday through Saturday

Renee's Work Schedule: Monday through Friday

**Swim Lesson Evaluation Policy:**

- All new students must be evaluated before enrolling in swim lessons.
  - Exceptions: Evaluations are not required for Level A/B and Level 1 (beginner levels and adults).

**Evaluations / Trial Classes:**

- Sign up for an evaluation online or at the Welcome Center.
- There is a \$15 non-refundable evaluation fee.
- If the evaluation is cancelled, you have 3 months to reschedule. After 3 months, the \$15 fee must be paid again to book a new evaluation.

**Class Duration:**

- All group swim lessons are 30 minutes long.
- Swim Fit classes are 45 minutes long.

**Class Size & Instructor Ratio Policy:**

- **Group Lessons:** Maintain a 3:1 swimmer-to-instructor ratio.
  - If the class exceeds 3 swimmers, a second instructor will be added. (Max 6 children register)
  - We always strive to maintain the 3:1 ratio for group lessons.
- **Swim Fit Group:** The ratio is 1 instructor for every 15 swimmers (1:15).

**Progression Through Swim Levels:**

- Students will advance to the next level only after mastering all required skills in their current level.

- Evaluations are conducted by our Aquatic Staff during the last class of the following months:
  - October, December, February, April, June, and August.
  - If you missed your evaluation class, please contact Samantha and Renee to reschedule.
  - If you would like your child to be evaluated before the scheduled months, please email a request to: [aquaticinfo@wmaymca.org](mailto:aquaticinfo@wmaymca.org)
- The number of lessons needed to master skills and advance varies for each student.
- Students will receive a Skill Report Card showing:
  - Skills achieved
  - Skills still in progress
  - Advancement to the next level, if ready
  - If the student is ready to move up a level, email: [aquaticinfo@wmaymca.org](mailto:aquaticinfo@wmaymca.org) (The Welcome Center cannot change levels.)
  - If your student misses their evaluation, email [aquaticinfo@wmaymca.org](mailto:aquaticinfo@wmaymca.org) to request an evaluation at the next lesson.

**Fees & Payment Policies:** By signing up for lessons, you are agreeing to ongoing monthly payments. Payments will continue automatically each month until you submit a written cancellation notice via email to: [aquaticinfo@wmaymca.org](mailto:aquaticinfo@wmaymca.org).

**Monthly Lesson Rates:**

- **YMCA Member:** \$83 per month
- **Community Member:** \$130 per month

These rates will remain the same for every month regardless of how many lessons are in a month. If someone upgrades from a Community Member to a WMAYCA Member after payment, the membership rate will begin the next full month.

**NO SHOWS:** If a participant is enrolled and has not attended lessons for two months, they will be withdrawn from the program and their spot will be given away. There will be no refunds.

**PAST DUES:** If an account has a past due, a participant cannot be enrolled or re-enrolled in a program without paying the full amount.

**Refund Policy:**

We do not offer refunds or credits for any reason. This includes (but is not limited to):

- Missed classes due to vacations, holidays, school or other activities
- Illness, injury, or health reasons
- Pool closures or COVID-related issues
- Not giving written notice when stopping the program

**CREDITS:** We do not issue credits to accounts for weather closings, missed classes, or other Facility closings. The cancelled lesson will be available as a make-up lesson. Please see our make-up lesson policy in the bullet below.

**CHANGE FEES:** You can change your child's day/time slot 1 time every 3 months. If the change request is shorter than 3 months a \$10 Fee will be charged to your account.

**\*Due to our annual cleaning period, the months of August and September have less lessons offered. We auto pro-rate those months.\***

**Cancellation Policy:**

- Written notice must be sent at least 15 days before the 1st of the next month.
- If notice is not received in time, your next month's payment will be processed.
- Do not request cancellations through the Welcome Center.
- The system is set up for monthly payments only.
  - Do not pre-pay for multiple months in advance.

**Make-Up Lessons Policy:**

- **Limit:**
  - 1 make-up lesson per month, unless the class was canceled by the YMCA.
  - Make-up classes will not carry over into the new swim season.
  - The swim season runs from September to August each year.
- **Eligibility:**
  - You must be currently enrolled in the swim lesson program to schedule and attend make-up lessons.
- **Scheduling & Expiration:**
  - Make-up lessons must be scheduled and completed within **30 days** of the missed class.
  - After 30 days, the opportunity for make-up will expire.
  - No drop-ins allowed — you must contact Samantha or Renee to schedule.
  - Missed make-ups will result in forfeiture of that class.
  - To help us better assist you with booking make-up classes, please include the swim participant's first and last name and their current swim lesson day/time in all emails. This ensures a timely and efficient response.

- When canceling swim lessons, all makeup classes must be used before your final swim lesson.
- Makeups cannot be used after your last scheduled paid class.

**Why We Limit Makeups:** We need to maintain consistent student to teacher ratios to ensure a productive class environment and support each child's steady progression. Excessive makeup can disrupt group dynamics and the learning process.

### **YMCA-Approved Holiday Make-Ups:**

Make-up lessons are approved if your class falls on any of the following YMCA holiday closures:

- Halloween – October 31
- Thanksgiving Break – November 27 to November 30
- Winter Break – December 23 to January 1
- Easter – April to April 5th
- Memorial Day – May 22 to May 25
- Fourth of July – July 2 to July 5

### **Day of Lesson Protocols:**

- Parents/Guardians are encouraged to sit in the bleachers or other seating areas inside the YMCA during lessons.
- The ADA Locker Room and Main Pool windows are not designated viewing or standing areas.
- All children, 11 years old and under must be accompanied by an adult who remains on-site during the entire lesson.

### **Locker Room Protocols**

Please use the locker room that best fits your family's needs:

- Boys Locker Room
- Girls Locker Room
- ADA/Family Locker Room

Note: The Women's and Men's locker rooms cannot be used with children for any reason.

### **New YMCA Members**

If this is your first time at the YMCA, please arrive 15 minutes before your program starts.

Go to the Welcome Center to:

- Have your picture taken
- Get your membership key tag or phone barcode linked to your account
- If you are a non-member adult, you must be screened through the Raptor Visitor System. Please bring a photo ID (like a driver's license). After clearance, you will receive a card to show at the Welcome Center before entering the facility.

### **New Community Members**

If this is your first time at the YMCA, please arrive 15 minutes before your program starts.

Go to the Welcome Center to:

- Have your picture taken. Community Members do not get membership key tags because access is only during your program.
- If you are a non-member adult, you must be screened through the Raptor Visitor System. Please bring a photo ID (like a driver's license). After clearance, you will receive a card to show at the Welcome Center before entering the facility.

If you have any questions/concerns about our Program, please contact Samantha or Renee Directly.

"I understand that YMCA activities have inherent risks, and I hereby assume all risks and hazards incident to my participation in all YMCA activities. I further waive, release, absolve, indemnify, and agree to hold harmless the YMCA, the organizers, volunteers, supervisors, officers, directors, participants, coaches, referees, as well as persons or parents transporting participants to and from activities from any claims or injury sustained during my use of the YMCA property. I also understand that makeup swim lessons are limited to 1 per month and any missed makeup class will result in forfeiture of that class. I understand that no refunds will be issued for any reason. This includes, but is not limited to: classes missed due to vacations, religious holidays, school events, other activities, illness/injury, parties, sporting events, health reasons, COVID, etc. We will no longer be issuing credits to accounts for weather closing (snow/thunderstorms). The cancelled lesson will now be available as a make-up lesson. Please see our make-up lesson policy. Any current credits issued to your account will expire 1 year after the issued date."