



Spring and Summer SWIM School

Frequently Asked Questions

Swim School Contact: swimschool@wearepcc.com

When can I register?

Registration opens online February 15, 2018 for Spring and Summer swim lessons and the Parent/Toddler Swim Class.

Is there a multiple child or multiple session discount?

No, we do not offer discounts for signing up multiple children or for multiple sessions.

Who will my instructor be, and when do I find out?

All of our instructors are trained, experienced, patient, nurturing, and fun! You will meet your instructor on the first day of class.

My child is not quite 3 years old yet, can I still sign them up for swim lessons?

Children must be 3 years at the start of their first lesson. If you have more questions you can always speak further with a member of our Swim School staff by emailing swimschool@wearepcc.com. For children under 3 we offer Parent/Toddler classes (offered in the summer only).

Can I request an instructor?

We do not guarantee specific instructors. Our teaching methods and curriculum are very consistent throughout our swim lesson program - so you do not need to worry if your child is paired with a different instructor. However, if you can make requests if there is an instructor you have enjoyed working with (we just can't always accommodate - but we try our best!). If you would prefer a guarantee of working with the same instructor ongoing, we recommend looking into private or semi-private lessons.

I can't make all of the days of a session, can you prorate my tuition?

We do not prorate class tuition if classes are missed. If signing up late for a session however, we are sometimes able to prorate. Please email swimschool@wearepcc.com with your specific inquiry.

I have a schedule conflict, do you refund?

We refund classes as long as a drop request is made at least two weeks before the start date of the first class of the session. Any refund requests within two weeks of the session will not be granted.

Do you do make-up classes?

We do not do make up classes for classes you have missed. If there has been an unforeseen issue or need to cancel the lesson on our behalf, we will schedule a makeup lesson or refund your money if you are unable to attend the makeup class.

How will I know if my child is ready for the next level?

Your instructor will inform you of your child's progress throughout the session at the end of each class. Your child will also be given a progress report at the end of the last day of class. As soon as your child is ready to move to the next level, the instructor will inform you so that you can move them online or with the assistance of our registration team to the right class. At times the exact time requested is not available, but our team can usually find a similar time within the same hour. For help with registration you can email swimschool@wearepcc.com

What if I my child advances quicker than I anticipated/needs more time to work at their current level and I already have them signed up for a different level?

Contact us at swimschool@wearepcc.com as soon as you are aware this is the case and they will work with you to find another class that fits your child.

How many sessions of each level will it take before my child is promoted?

Every child is different. We strongly recommend taking at least two sessions of each level. If you have questions about level placement or advancement please feel free to contact us at swimschool@wearepcc.com.

A class I want to take says “Call”... what does this mean?

Unfortunately, “call” means the class is full. If parents would like to be added to a waitlist for the class they can email us at swimschool@wearepcc.com

The classes I wanted are all full or at inconvenient times. Now what?

Don't give up! Contact us at swimschool@wearepcc.com. Although we may not be able to help, we will always try our best to meet your needs. Often we are able to move classes around or create new classes if we know there is a high demand. If we are able to add you to a class from a waitlist you will be contacted.

I am on the waitlist, what does that mean?

This does not guarantee that you will be in the class. If you are added to a class you will be notified immediately. When we have multiple students on a waitlist for a particular class, we often will create a new class to accommodate the high demand.

I really liked my instructor, how do I get them again?

Unfortunately, we do not allow you to choose your instructor. However, you can always contact us and make a request for an instructor (although we cannot guarantee, we will try our best to pair you with the instructor you request). You can also inquire with your instructor about private lessons or look into private lessons with one of our private instructors.

My child has special needs, who do I tell?

In order to serve you and your child in the best possible way please tell one of our Swim School team members when signing up by emailing swimschool@wearepcc.com. We will further discuss how to best serve you and your child so that they get the most out of their swim lesson!

