



Infant and toddler swim classes across Delhi NCR

www.watertownswim.com

+91-9910539968

Information for Parents

General

- Learning to swim is the beginning of a life long journey... the steps your child is taking along the path can only be taken at their own pace. Water familiarisation, being confident in the water, learning the basic life-saving skills and water safety are the basic building blocks and pave the way for the road ahead.
- Above all it must be a fun, positive experience for all concerned. We will never force your child to do anything they are not ready for however we will set boundaries so that they are aware of what is expected of them.
- Parents or a pre-agreed carer will generally be in the pool with their child up to the age of 36 months (or older if they do not happily separate from you). Please respect their comfort levels as we do.
- Parents/carers do not have to be able to swim however they must feel comfortable standing in water up to chest height while holding your child.
- Enjoy!



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Pool Rules

- Please wait for the teacher/assistant to let you into pool area
- Only one parent/child on the steps at any time.
- Do not enter the pool unless invited by teacher/parent.
- No diving into the pool unless it is a seated dive from the side or a standing dive from the in-pool platform and only when teacher asks you.
- Always enter and leave by the steps unless otherwise instructed by a teacher.
- Always look and listen to your teacher.
- Always show good manners and be kind to other children. Share!
- Infants 36 months and below (or older if not toilet trained) **must wear an approved reusable swim diaper regardless if they are potty trained.**
- Walk on cement pool area, do not run.
- Please do not have any family members trying to get your child's attention while they are in class to take a picture or video. You may take pictures and videos at any point during the class but do so without calling out to the child as it interrupts them and others in the class.
- Please keep track of siblings who are not in the swim lesson, they may not stick their feet in the water and should not interfere with the class if they are not enrolled in the class.
- No food or drink (except water in non-breakable bottles) allowed in the pool area.



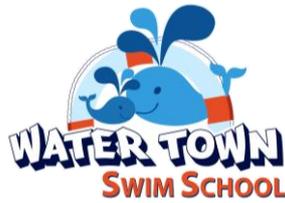
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Being a Good Swimming Parent

- Please come at least 15 minutes early for your lesson so your child is relaxed and you have time to change, do last minute essentials etc. If you are coming for the first time please arrive 45 minutes early, ensure the forms are completed by a Water Town Swim School member (including Medical Forms and Waiver
- Make sure your child goes to the toilet just before their lesson.
- Make sure your child is ready (if used, goggles placed on their head – not eyes).
- Explain and discuss pool rules with your child.
- Give your child positive comments after their lesson (see below).
- No shows and last moment cancellations (less than 3 hours before class) are automatically deducted from your classes. If you have to cancel a class, please do so BEFORE 3 hours. We allow make-ups of missing a class IF space is available in one of our other classes suitable for your child's swim level.
- Time between lessons is limited. If the teacher cannot quickly deal with your inquiry, please email and someone will ring you later.



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Being Positive

It is important to reinforce the positive points of your child's lesson. At night, during family time (with your child present), please tell other family members the positive things your child did in his/her lesson.

This is still important even if your child was crying or didn't get into the water. Please find something your child did well e.g. Sitting quietly playing with the toys or helping to tidy up etc.

Being positive and pleased with your child's efforts will assist in making swimming a positive, enjoyable experience and therefore maximise learning.



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Commonly asked questions

Q: How do I cancel a class?

A: Log into your account from our website and simply click on the class you would like to cancel. This must be done 3 hours before the start of the class. We are unable to cancel classes for you by whatsapp or sms or phone calls. Please plan ahead to cancel. If for whatever reason our site is not working, you may go to www.bookeo.com to cancel your class.

Q: What is your makeup policy?

A: We allow makeups if you cancel at least 3 hours in advance. No makeups regardless of injury, family emergency or weather will be allowed if you do not cancel 3 hours prior to class. If there are unused credits at the end of the session (July 2, 2017) then those credits will expire and be lost. There are no refunds issued.

Q: What if my child cries the entire class?

A: It's not a rare thing so first of all, **DON'T BE EMBARRASSED!** Second, everything is a learning experience. If all your child wants to do is sit on the side and play with toys watching the class, don't push too much. Allow them to watch, try and make it fun. And practice things at home to prepare them for the next class. Show them swim videos and practice cup conditioning, get them use to showers.