



LJCC PRIVATE SWIM LESSONS – *New* Guidelines & Procedures

Payment for Lessons

All payments must now be made over the phone. There will be no in-person payments accepted at this time. Payments for lessons must be in the JCC system before your initial swim lesson. NO EXCEPTIONS.

Paper Vouchers

Paper vouchers are not available at this time. The lessons will be deducted from packages purchased but no paper vouchers will be printed at this time. Your instructor will request vouchers from the front desk at the end of each week.

Cancellations

24 hour notification is required for any cancellations of private swim lessons. If notification is not received the instructor holds the right to pull a voucher for that lesson. This means you will be charged for a non-notified cancellation. If your child is sick and you are unable to give 24 hr. notification then please notify your instructor as quickly as possible. You can discuss this particular type of cancellation with your instructor on a case-by-case basis.

Inclement Weather

In accordance with the National Lightning Safety Institute, we will clear our aquatic facilities when we hear thunder or see lightning. They will remain closed until no thunder or lightning has been detected for 30 minutes. If the thunder and lightning occurs within 30 seconds of each other we will move members to a safe location. Masks will be required in these emergency settings as social distancing may not be able to be maintained. When safe to do so we will evacuate the facilities.

Instructor's Personal Contact Information

Please communicate directly with your instructor regarding changes to scheduling please obtain your individual instructor's contact information i.e. cell phone and email.

Equipment Needs

Our swim school recommends the following websites for goggles: www.swimoutlet.com (recommended brands are Aqua Sphere Kayenne, TRY Kids Swimple, TYR Youth Flexfame, Speedo Jr Vanquisher).

Swim Diapers

Parents, when in doubt, it is always better to be safe than sorry. If your child is not yet potty training please ensure they wear a swim diaper during his/her lesson. We recommend the re-usable fitted swim diapers with elastic legs.

Eating Prior To Swim Lesson

Please refrain from feeding your child a large meal at least 2 hours prior to his/ her swim lesson.

Prior to Entering the JCC Facility

ALL non-members MUST provide the following demographic information to our customer service department before entering the facility: Name, DOB, address, email and phone. NO EXCEPTIONS. You can provide this information to our staff when you call to make your swim lesson payment. Please call 704-366-5007 to provide all payment and tracing information.

The Requirements When Entering the LJCC

Students should arrive no more than 10 minutes prior to time of lesson. All Members and Non-members must enter and exit through the Pool Checkpoint/Outside Pool Entrance Gate. Please follow the defined signage when entering. Prior to entry you must strictly adhere to the following protocols:

1. All parents/students must sign a waiver prior to entering the facility. To fill out your waiver prior to arriving, [click here for the adult waiver](#), [click here for the minor waiver](#). The signature must be a physical signature; no e-signatures will be accepted.
2. Parents/ Students must have their temperature checked before they enter the facility. Students with a temperature over 100°F will not be allowed to enter the facilities.
3. All parents/ students must be able to successfully answer the [protocol questions](#).

No Parents on Deck

Due to our COVID-19 restrictions there is a strict 10 person policy at the indoor pool. Parents are not allowed on pool deck during student lessons. You may drop-off your child at the indoor pool door, the JCafé, just a few steps away, will be the designated parent waiting area.

Face Mask During Swim Lessons

Students will need to wear a face-covering until their health check and protocol are passed. They will bring a mask to the lesson and will need to wear a mask from time to time when we are unable to safely social distance. These times should be infrequent.

Bathrooms

There will be no access to the indoor locker rooms however the indoor family restroom at the end of the hallway will be accessible. Please utilize that restroom or the accessible restrooms at the outdoor pool complex.

Questions / Concerns?

If you have questions or concerns with regard to our swim school curriculum or your student's progress or any other concerns with your instructor please contact Diana Barnes:

704-944-6797 • diana.barnes@charlottejcc.org