



Sugarloaf

4850 Sugarloaf Pkwy, Suite 702

Lawrenceville, GA 30044

678-442-7946

Private Lessons Procedures and Policies

Registration Process:

1. If interested in pursuing private lessons, the customer should contact SwimAtlanta-Sugarloaf via phone, in person or by email, Lindsay@swimatlanta.com, to have their information posted on the Private Lesson Request List.
2. **SwimAtlanta does not guarantee a customer will receive contact for private lessons from an instructor. The only way a customer can guarantee swim lessons is to register for a class through the group swim lessons.**
3. SwimAtlanta cannot predict when an instructor will call a customer to schedule the lesson(s). SwimAtlanta instructors, who are interested in teaching private lessons, will review the Private Lesson Request List periodically.
4. Once a customer is contacted by an instructor, the customer and the instructor will negotiate a schedule. If a schedule cannot be agreed upon, the customer will remain on the Private Lesson Request List.
5. Prior to the first scheduled lesson, the customer is required to come into the office to complete the registration form and to make payment. Payment must be made, in full, before the first scheduled lesson. If payment is not made before the first lesson, the instructor and SwimAtlanta will consider the verbally agreed upon schedule void. Meaning, no one will be at the pool to teach the lesson.
6. A customer's information on the Private Lesson Request List will remain active and on the list for three months. If, after three months, a customer wishes to remain on the list, the customer is welcome to reenlist the student by calling, coming into the office or by emailing.

General Policies:

1. Private lessons are offered to those two years to adults, from beginner to precompetitive levels. Private lessons are not available for SwimAtlanta Swim Team members.
2. Scheduling a single private lessons is \$45.00 per half hour.
3. Scheduling a session of private lessons (4 lessons) cost \$40.00 per half hour/\$160.00 total.
4. Coupons, promotional discounts and frequent customer cards cannot be applied to the price of private lessons.
5. Payments are nontransferable. (i.e. Customers will not receive the session price if they buy a single private lesson for \$45.00. Then, after taking the lesson, add 3 additional lessons.)
6. SwimAtlanta – Sugarloaf does not offer semi-private lessons.
7. Full payment in the form of check or cash must be made at registration.
8. If applicable, SwimAtlanta requests that the parent(s) be out of view during the private lessons.
9. The student should arrive five minutes early. If the student is late, the instructor is prohibited by SwimAtlanta to teach past the scheduled time.
10. In the unforeseen event that the instructor is late, the instructor is required to teach a full 30 minute private lesson, at the customer's convenience.
11. Due to liability, insurance and policies, SwimAtlanta Instructors are not allowed to conduct lessons at any location other than SwimAtlanta. (i.e. SwimAtlanta Instructors cannot conduct lessons at neighborhood or backyard pools.)



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Cancellation/Rescheduling Policies:

1. If the customer needs to cancel or reschedule one or more private lessons, it must be done at least 48 hours prior to the scheduled class. The customer must speak **directly** to the scheduled instructor. By following the proper cancellation/rescheduling procedure, the customer has the following options:
 - a. If the instructor is willing to reschedule, the lesson(s) can simply be rescheduled.
 - b. If the instructor is unable to reschedule, the customer can request another instructor, receive a credit or receive a refund for the applicable lesson(s).
 - c. If the customer is unable or does not wish to reschedule with the current instructor, the customer is welcome to request another instructor, receive a credit or receive a refund for the applicable lesson(s).
2. In the event that the student does not show up for a private lesson and proper notification is not given to the instructor, **directly**, the customer is charged for half of that lesson and issued a SwimAtlanta voucher for the remaining amount.
 - a. SwimAtlanta holds the right to discontinue private lessons with a customer if they repeatedly do not show up to the scheduled lesson(s). In this event, the customer is issued a refund for any lesson date(s) which have not passed at that point.
3. In the event that the instructor request to reschedule a lesson, the customer must be given 48 hours notice and offered a reschedule. If the instructor cannot reschedule, the customer can request another instructor, receive a credit or receive a refund.
4. In the unforeseen event that the instructor does not show up to a schedule lesson, the customer has the following options:
 - a. Reschedule that private lesson and receive a complementary 15 minute private lesson from the original instructor, if available.
 - b. Reschedule the missed private lesson and any remaining private lessons with another SwimAtlanta instructor, plus receive a complementary 15 minute private lesson from an appointed SwimAtlanta instructor, at an agreed upon time.
 - c. Receive a refund for that private lesson plus a refund for any remaining dates, which have not passed, at that point.
5. In the unforeseen event of inclement weather or pool maintenance concerns, the instructor will contact the customer as soon as possible to notify of the cancellation; the customer will have all the options listed in #1 available for compensation.

Special Needs Students:

SwimAtlanta strives to integrate students with special needs into group classes. However, SwimAtlanta understands that there are students that must be taught in a private lesson setting for safety and/or to create an ultimate learning environment for the student. If the parent or an instructor feels that the student cannot be properly or safely taught in a group lesson environment, the student is encouraged to enlist into private lessons. SwimAtlanta requests that the customer disclose any special needs when listing the student into private lessons. SwimAtlanta asks for this information in order to make the appropriate notations that will allow us to make an appeal to instructors who are experienced and confident in those related fields.