

## **Welcome to Cola Swim School- Murraywood!**

Our lessons run on a weekly schedule. Each slot is a group of four lessons. Your lesson will be at the same time Monday through Thursday for that week. These lessons are all one on one and tailored to meet each swimmer's needs. Lessons run for 25 minutes with a quick debrief at the end of each. Swimmers will also check off the new skills they mastered at the end of each lesson.

### **FAQs:**

#### ***What should I expect?***

It all depends on the swimmer. Our goal is to move swimmers up as many levels as possible. We can assure you that you will see improvement as we go. Some swimmers are just more hesitant than others. Please see levels and goals.

#### ***What is the cost?***

Members: \$275 for four lessons (one week)

Non-members: \$295 for four lessons (one week)

A \$100 deposit is required to confirm your slot after booking

\$20 Sibling Discount for multiples

#### ***Do you do group lessons?***

No. We find that one on one lessons get the best results for all swimmers. It allows the lessons to be tailored to each individual swimmer.

#### ***Where do lessons take place?***

Murraywood Racquet and Pool

2050 Cedarbrook Drive

Columbia SC

#### ***What should swimmers bring?***

Bathing suit

Towel

Goggles if your child uses them- do not run out and buy a pair.

\*\*Please no toys- we've got that covered!

#### ***What do I do if I need to reschedule or am running late?***

Please email us as soon as possible. We know things happen- kids get sick. There is no refund for lessons but we will do our best to work with your schedule to get you in in the event of sickness or family emergency. No shows will not be made up and your deposit will not be returned.

We do ask everyone to arrive 5 minutes early. This ensures we stay on schedule and we do run a tight schedule. If you are late, those minutes will not be made up in order to not inconvenience other clients.

***What if there is inclement weather?***

If weather becomes a concern or issue, an email will be sent in advance if possible. However, we do live in SC and sometimes those storms pop up. If that happens, we will try to contact you asap but your lesson will be made up on Friday of your week. Rain doesn't necessarily mean a rescheduled lesson so be on the lookout for an email or phone call on rainy days. Our goal is to get lessons in without compromising the quality.

***What if my child cries?***

Walk outside! Your child is in great hands and we are expert distractors. Sometimes it's better if parents are out of sight. There are elevated areas near the parking lot where you can hide but still see what's going on. If it becomes an issue, I promise the instructor will come get you.

***What if my child is fearful?***

Many children are scared of the water or to go under. It's nothing we haven't seen before. We will use a lot of games and play to help your child make the decision to go under and have fun in the water. Trust the process- our instructors try to build with each swimmer first before pushing them to do hard things.

***What is the most important component to lessons?***

Well, there's two: trust and body position. We will try to build trust with each swimmer so they know they are safe in the water. A huge focus will be on each swimmer's body position. No matter whether the swimmer is new to the water or been on a competitive team, body position is very important. A lot of time will be spent getting swimmers in the right horizontal position in the water.

***What happens if my instructor is sick?***

We do our absolute best not to have to reschedule. The great news is- there are 3 instructors and we will help each other (and YOU) out if needed. If one of us can not make a lesson for any reason another instructor will step in. If they are unable, then we will reschedule as soon as possible.

***What if I need to cancel or reschedule my week?***

Deposits are non-refundable. We will do our best to work with you and our schedule to get a new session scheduled ASAP. The earlier you let us know the better.