



June 22, 2015

Dear Parent(s)/Guardian(s) of Greensburg YMCA **Youth Swim Lessons**;

This letter serves many purposes, but most importantly I would like to thank you for enrolling your child in our **Youth Swim Lessons** program. Our goal at the Greensburg YMCA is to provide an enjoyable swimming environment to every child who comes through our YMCA youth swimming lesson which will make lasting pleasant memories at the Greensburg YMCA. This letter is also to inform you of some of our policies related to this program.

Registration:

Registration for classes can be done by stopping in at our Welcome Center, calling the Welcome Center, or online at www.greensburgymca.org. Please note that when registering multiple children online that each child must have a separate e-mail address assigned to them. The sibling discount cannot be granted to those who register online, it can only be granted over the phone or by the Welcome Center. Before finalizing payment online please double check that the correct child is registered for the proper class.

Parent(s)/Guardian(s) Responsibilities:

Parents/guardians are welcome to stay and observe lessons; members are welcome to use the facility during this time as well. Please be timely in picking up your child from class in order to respect the scheduling of our other swimming lessons. **Your child is required to wear/bring their own appropriate bathing suit and towel for their lesson. It is highly recommended that they also have well fitting goggles to use during their lesson; we will not have these provided for the swimmers.**

Facility Access:

To make our facility more secure we will be enforcing tighter controls at the Welcome Center. All members will be asked to scan their membership cards to gain access to the facility for general YMCA use or for program participation.

Facility Usage and Restriction:

Please have your child use the restroom prior to swim lessons, for there is not a restroom on the pool deck. Restrooms are provided in the locker rooms and on the main floor in the gymnasium.

Men's and Women's Locker Rooms:

- Do not use Sauna or Steam Room before entering the Pool.
- Day use lockers are not permitted for use overnight. Lockers can be rented at the Welcome Center.
- Women's Locker Room is for women 18 years and older.
- Girls 5 years of age or younger may accompany fathers into the Men's Locker Room. (There is an area separated by curtains and designated for adults and children).
- Cell phone usage is not permitted in any locker room.

Girls Locker Room:

- For girls under the age of 18.
- Boys 5 years of age or younger may accompany mother in the Girls Locker Room. (There is an area separated by curtains and designated for adults and children).
- Cell phone usage is not permitted in any locker room.

Family Changing Area (located on main pool deck next to Hot Tub):

- Family changing area is for children over the age of five who still need assistance from their parents.

Cancellation Policy:

All **Swimming Lessons** will occur as planned. In the event of inclement weather please contact the YMCA at (724)834-0150 and listen to the phone message and follow us on Facebook. Make-ups will be allotted for all missed classes due to the weather and will be rescheduled through your instructor. Our inclement weather policy can be found throughout the facility, at the Welcome Center, or online at www.greensburgymca.org.

Refund Policy:

All refunds will be charged a \$15 processing fee. Participants are eligible for a 100% refund (minus the processing fee) if a request for a refund prior to the start of class and a 75% refund will be available if the request is done after the first class or first week of program. Credits only will be offered after the second class or second week.

Communication Policy:

Our communication policy is one that emphasizes the chain of command. If you have questions regarding your child's participation, improvement, etc. please speak with your child's instructor. However, all other questions should be directed to Julianne Hezlep Director of Wellness and Aquatics, email is the best means of communication (j.hezlep@gbgymca.org).

Volunteers:

Please see Julianne Hezlep if you are interested in volunteering, or drop off your volunteer application at the welcome center.

Our goal is to always communicate to our participants and members well in advance of any changes to our programs.

Again, thank you for enrolling your child in our **Youth Swim Lesson** program. If you have any questions or concerns please feel free to contact me.

Sincerely,

Julianne Hezlep
Director of Wellness and Aquatics
j.hezlep@gbgymca.org 724.834.0150 x122