



Private Swim Lesson Policies

To schedule your lessons:

1. Please fill out the [Private Swim Lesson Information Form](#) on our website.
2. Once you submit the form, you will be placed on the waiting list if one exists or the information will be sent directly out to our instructors.
3. When we find an instructor that meets the participant's availability and needs, the private lesson office staff will email you with a schedule and directions on how to register.
4. Lessons may be suspended or cancelled if payment is not received 2 business days before the first scheduled lesson.

Please note: **All scheduling must be done via email through the private lesson office staff.** Do not schedule lessons directly with your instructor or register for private lessons without pre-approval from the private lesson office staff.

Private Lesson Policies

- **Cancellation/Reschedule Policy**
Cancellations must be made **via email** through the private lesson office staff. **Cancellations must be made at least 24 hours in advance. Weekend or Monday lessons must be canceled before 5pm on Friday. Only one lesson out of every 5 pack can be cancelled and rescheduled, including those in semi-private lessons;** any more than one lesson cancelled will be forfeited without a refund. Allow at least 3 business days for a lesson to be officially rescheduled. Partial refunds will only be issued for medical reasons, in which case a doctor's note must be presented. If a participant does not show up for a scheduled lesson or cancels with less than 24-hours-notice or after 5pm on Friday, the lesson will be forfeited. If a participant in a semi-private lesson cannot attend for any reason, the lesson should be rescheduled; otherwise the missing party will forfeit the lesson.
- **Lessons Expiration Policy**
Any private lessons must be used within the semester they are purchased. Any remaining lessons at the end of the semester will not roll over into the next semester, but instead will expire without refund or reschedule. Please review the start and end dates on your payment receipt to ensure that this does not occur.
In case of an emergency (e.g. sudden illness, family emergency), immediately call the Front Desk (617-358-SWIM) to inform them and email the Private Lessons Office Staff (swimming@bu.edu). The decision on whether the lesson will result in rescheduling or forfeiture will be at the discretion of the private lesson office staff.
- **Tardiness Policy**
Lessons will begin and end promptly. Please plan on arriving 10-15 minutes early to allow time to change into your swim suit.
- **Picture and Video Policy**
Pictures and video are not allowed during private lessons, unless consent is given by aquatics management.