



Private Swim Lessons Frequently Asked Questions (FAQs)

1. When are the pools available for private swim lessons?

- The Competition Pool is available Monday/Tuesday 6-8pm and Saturday/Sunday 12:45-1:50pm.
- The Recreation Pool is available Monday/Tuesday 5-7pm and Saturday/Sunday 12:45-1:50pm.
- Please be advised that we sometimes host various events that do not allow for private lessons to be held while the events are running.

3. Who are the instructors?

- Many of our instructors are full time undergraduate and graduate students here at BU, but we also employ instructors from outside of the university that have fantastic teaching experience.
- We try to tailor the instructor to the skill level and goals of the students.

4. What is the difference between the two pools?

- The Competition Pool is on the south side of the building. The depth of this pool ranges from 7'-13.5'. We suggest that clients only use this pool if client is capable and comfortable. If the Competition Pool availability does not fit into your schedule, but the recreation pool availability does, it is acceptable for a client to have lessons in the recreation pool instead.
- The Recreation Pool is on the north side of the building. The depth of this pool ranges from 3.5'-5'. We suggest that clients of intermediate swim level and below use this pool if the client is not capable and comfortable using the Competition Pool. If the Recreation Pool availability does not fit into your schedule, but the Competition Pool availability does, we do not recommend signing up when the Competition Pool is available unless the client is truly capable and comfortable swimming in the Competition Pool.

5. If I purchase five lessons, do I need to schedule them all at once?

- Yes, all five lessons must be scheduled at one time. See cancellation/reschedule policy below.
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6. What if I'm going to be away for a week?

- We can certainly work around your schedule so that the lessons will accommodate your availability. See cancellation/reschedule policy below.

7. What is the cancellation/reschedule policy?

- Cancellations must be made **via email** through the aquatics 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 refunded, 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 refunded. 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 refunded; otherwise the missing party will forfeit the lesson.

8. Where can I wait during the private swim lesson?

- We ask all family members and care givers to wait outside of the pool area unless the child is noticeably uncomfortable during the lesson. We have glass walls for easy viewing of the lessons.

9. What is the difference between private and semi-private swim lessons?

- Semi-private lessons are 2 or more participants with only one instructor.
- We do not match up semi-private lesson participants, the semi-private lessons must be with someone you know such as a friend or sibling.
- Semi-private swim lesson pricing is based per person.

10. Do private lessons expire?

- Yes, each lesson package has an expiration date posted on your receipt. Most private lessons expire at the end of the semester.
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