

Swim Policies

Pool Safety and Parental Supervision

Parents are responsible for children around the pool outside of class time. Always read any posted safety rules when visiting the pool for the first time. Do not let your children enter the pool area until the teacher calls for them. Students must be invited into the pool by their instructor and will be dismissed when classes conclude.

We require a responsible adult remain on TEGA premises for the duration of your child's lesson.

What do I bring to class?

Swimsuit, towel, swim diaper (if applicable), goggles if desired, bag for wet clothes & towels, dry clothes for after the swim lesson

Dress Code

The correct gear is recommended for safety, comfort, and performance. Girls should wear a one-piece snug fitting suit. Boys should wear properly fitted shorts. Rash guards or swim shirts are not required but may be worn if desired.

Long hair should be pulled back or contained within a swim cap. Please remove jewelry before entering the pool.

Adults participating in a parent & child class should wear a properly fitting swimsuit and may also wear a swim shirt or rash guard if desired.

Swim Diapers

All students that are not potty trained or that have been potty trained for less than 3 months must wear both a disposable swim diaper and an approved reusable swim diaper. All students under the age of three will be required to wear swim diapers. After the age of three, if your child has been accident-free for 3 months, they may discontinue the use of swim diapers.

Reusable swim diapers have snug-fitting elastic on the waist and legs, which aids in containment. The reusable swim diaper must pass the two-finger test: if two fingers can be inserted under the elastic on the legs and

waist, the swim diaper is too large and will not be allowed. Wearing only one swim diaper, regardless of the type, will not be allowed. Regular disposable diapers are not allowed in the pool at any time.

Swim diapers may be purchased at retailers such as Buy Buy Baby, Amazon, and Target. We do not currently offer swim diapers for purchase.

We understand that your child might be potty trained prior to age three, but accidents can be triggered at random times. We would rather err on the side of caution rather than close the pool for everyone due to an accident.

Goggles

Students may wear goggles if they desire. Please note there may be a portion of a class or full class where goggles will not be allowed to be worn. This is to teach the safety skill of being able to open your eyes underwater in any situation. If your child wants to use goggles, we recommend purchasing a pair that fits their face shape and please have them adjusted to the correct tightness prior to the start of class. If a child removes them more than twice we may have them leave the goggles off for the remainder of the lesson. Scuba-style masks/goggles are not allowed.

Preparing for Class

We suggest coming to swim lessons dressed and ready to get in the water. Our facility is equipped with restrooms and changing rooms to use if needed. For our young students, we recommend changing into their swim diaper immediately prior to the start of class.

We ask that all students use the restroom before each class to help keep our class time focused on swimming. If your child needs to use the restroom during class, we will alert a parent. TEGA staff is unable to accompany swimmers into the restroom and we ask for parent assistance during those times.

Attendance & Makeup Policy

Please arrive at least 5 minutes prior to the start of your child's lesson. New swimmers can get anxious when being rushed into class. Late arrivals can lead to running on deck, which is prohibited at all times. Safety first! If you arrive 15 minutes past the scheduled start time, you may not be allowed to join class.

Students who consistently attend their regularly scheduled classes accelerate more quickly and enjoy more success than those who repeatedly miss class. Classes missed for personal reasons will not be refunded or deducted from tuition.

We are unable to offer makeup lessons at this time.

Inclement Weather/Contamination Closure

In the event of an inclement weather closure, we will notify our families via your email on file, text message (if opted in), the TEGA app, and our social media pages. We do not strictly follow any school district closings.

In the event of a pool contamination closure, we will notify you as soon as possible via email and text message (if opted in). Understand that these closures may happen when you are already in class or on your way to our facility, and it may be impossible to notify you in advance of your arrival.

If TEGA cancels class for any reason, we will provide a makeup option for the missed class. Information will be sent via email. Special makeup lessons may be created as needed.

Observation

We ask that parents stay in the observation area during your child's lesson. Children often engage in their lessons more readily if they aren't distracted by their parents on the pool deck. Additionally, our instructors need to be able to move freely during lessons for safety reasons.

What if my child cries?

Crying at swim lessons is not uncommon. Walk your child to their instructor, then calmly walk to the observation area. By handing your child to their instructor, you are demonstrating trust to your child and enabling the instructor to win your child's confidence. Our staff will be patient and empathetic to your child's feelings. Be there with a big hug and lots of praise when your child's lesson is over.

Swim lessons can generate anxiety for both parent and child. This fear and apprehension may be most evident on the first day of lessons. As each week progresses, your child's anxiety should lessen.

Health Concerns

Students with open and bleeding or oozing wounds may not enter the pool. Minor cuts and scrapes are fine, but please remove bandaids before entering the pool.

If your child has a fever or contagious illness, please stay at home until the illness has subsided. If you are unsure, please consult your family physician for the proper course of action.

To avoid an upset stomach, we suggest not feeding your child within one hour of the swimming lesson. Avoiding dairy and spicy foods prior to your child's lesson can help as well.

To avoid "swimmer's ear" (caused by water not drying up in the outer ear canal), parents can blow dry the ears or use drops available at your local pharmacy. Swimming does not cause middle ear infections. If your child has tubes in their ears, please consult with your physician prior to starting swim lessons. Always consult your physician if your child is experiencing discomfort or pain.

Instructor Information

As our lessons run consecutively, there may not be time before or after your child's class time to speak directly with the instructor. If you're interested in communicating with your child's instructor, please stop by our front desk to leave a message or send a message through the parent portal.

Instructor requests will be considered, but may not always be honored due to scheduling constraints and class availability. If an instructor is absent, a substitute will be provided. All teachers are trained in the same curriculum, therefore swimming with a different instructor will not hinder your child's progress.

Communication

Most of our communications are done via email. When you create an account with us, please be sure to use a valid email address that you check

regularly, and whitelist the email address our communications are sent from: noreply@jackrabbittech.com

We have the option to send text messages through our system, which you must opt-in through your account to receive. We only use text messaging for notifications such as weather closures.

We frequently send messages through the TEGA app (available through the Apple Store and Google Play). We highly recommend downloading the app and turning on notifications. The app is a user-friendly way to self-manage your account.