



Dear Private Lesson Client,

Thank you for enrolling in our Private Swim Lesson program. Our goal is to deliver the best instruction possible and to provide all of our students a safe, engaging and enjoyable and experience.

Lessons are scheduled to match the client's skills and goals, subject to instructor availability. In an effort to efficiently accommodate as many clients as we can, we are able to reserve as few as three lessons, to as many as reasonably requested, within the given session (winter, spring, summer or fall). At the end of the session a client may go back on the waitlist for the following season, if desired. **Note: we do not offer open-ended lessons.**

Just as you have made a commitment to pursue learning how to swim or improve/refine your strokes, so has our staff made a commitment to teach you and have budgeted their time accordingly. Therefore, **if you need to change or cancel a swim lesson, we require at least a 24-hour notice.**

To reschedule a class, call or email the Assistant Aquatics Director (*Tuesday through Friday between 1:00 and 9:00 pm, or Saturday between 9:00 am and 5:00 pm*).

To cancel a class, call the Front Desk anytime at 617-713-5435 and/or contact the Assistant Aquatics Director during the specified time frame above. *If you cannot give us the necessary notice, payment is due in full for the lesson and must be paid within 48 hours in order to avoid any subsequent reservations from being canceled. The only reason we can waive this charge is if the cancellation was due to medical reasons, for which we require a doctor's note or equivalent proof.*

In case of a cancellation by our instructor, we will offer you a substitute instructor, if desired and available, or reschedule the class, if possible. *If the cancellation takes place within 24 hours of the class, your next class will be free of charge.*

Our fees for each 30-minute lesson are as follows (hour long lessons would be double the amount):

One Swimmer :	\$45 total
Two swimmers:	\$65 total
Three swimmers:	\$80 total

At this time, private lessons are offered to *Brookline residents only* and advance registration for the waitlist is required. Payment for each lesson must be done immediately prior to the scheduled time and you must present the instructor with the receipt, as *instructors cannot teach the lesson unless they have a receipt in hand*. Currently, we do not offer prepayment or refunds. If interested in enjoying open swim before or after your class, then you must pay for open swim just prior to the start of your private lesson.

Thank you, again, for choosing the Evelyn Kirrane Aquatics Center for your swimming pursuits. Please feel free to contact us with any questions or concerns.

Sincerely,

Deb Cohen, Aquatics Director
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