



### Evelyn Kirrane Aquatics Center- Private Swim Lesson Policy and Agreement

1. I understand that submission of a Private Lesson Intake form does not guarantee private lessons. Submitting an intake form will only add my request to the ongoing waitlist.
2. Full payment for the private lesson package is required BEFORE the first lesson. If payment is incomplete, EKAC reserves the right to cancel the remainder of the lesson package.
3. Participants arriving late will not have make-up time at the end of the lesson. The instructor will only be available to teach for the remainder of the scheduled lesson. If you are more than 15 minutes late, the lesson will be forfeited.
4. ALL Cancellations MUST be made via email through the Aquatics Office Staff:
  - a. Amanda Wong, [awong2@brooklinema.gov](mailto:awong2@brooklinema.gov)
  - b. Samantha Packard, [spackard@brooklinema.gov](mailto:spackard@brooklinema.gov)
5. Cancellations MUST be made at least 24-hours in advance. Weekend or Monday lessons MUST be cancelled before 5pm on the Friday prior.

**Only one lesson in your lesson package may be cancelled and rescheduled or refunded.  
Any additional cancellations will be forfeited without a make-up or refund.**
6. If a participant does not show up for a scheduled lesson, or cancels with less than 24-hour notice, or after 5pm on Friday, the lesson will be forfeited. A reschedule or refund will NOT be provided.
7. In case of a cancellation by our instructor, we will attempt to offer you a substitute instructor, if desired, or we will reschedule the lesson. If we are unable to reschedule the lesson, we will provide a credit or refund.
8. In an effort to accommodate as many clients as we can, Brookline Residents are able to reserve a maximum of six (6) lessons at a time. Brookline non-residents may only book a maximum three (3) lessons at a time. After scheduling a series of lessons, you may complete another Private Lesson Intake form to go back onto the waitlist for additional private lessons. Clients are limited to ONE intake form on the waitlist at a time. Please note, we do NOT offer open-ended lessons. This allows us to accommodate all requests on our waitlist.
9. Intake forms are processed in the order that they have been received. When we are processing your form, we will reach out to schedule. Due to demand of private lessons, we ask that you respond in a timely manner, or we will move on to the next client and remove you from the waitlist.
10. Private lesson participants and families are required to abide by our pool rules. This includes, and is not limited to spectators must watch from the gallery. Spectators are not permitted to remain on the pool deck for the duration of the lesson.

#### **Private Lesson Fees:**

**Brookline Resident:** May book up to a maximum of six (6) lessons, if schedule allows.

Fee for a 30-minute lesson:      \$50/private lesson                      \$15/additional swimmer/lesson (up to 3 max)

**Brookline Non-Resident:** May book up to a maximum of three (3) lessons, if schedule allows.

Fee for a 30-minute lesson:      \$75/private lesson                      \$25/additional swimmer/lesson (up to 3 max)