



CITY OF PORTSMOUTH

Recreation Department

Program Policy for Group Swimming Lessons

- During the first class, the instructor will assess all swimmers skills. If necessary, the pool will move swimmer accordingly to an appropriate level. The pool can't guarantee an available spot if swimmers are placed in the wrong level. If unsure about your child's level, please contact the pool (603) 427-1546.

Group Swim Lesson Make-up Policy

In order to maintain the integrity of our class as to content and to size, we do not offer make-ups. We have found that adding children to classes for make-ups disrupts the rhythm of the class. We ask that you please do your best to attend all the classes.

Refunds and Transfers

Due to the high demand and limited spots, refunds are not available (unless in case where), we cancel a class due to low enrollment. Cancellations are 1 week prior to session. Unless changed by the Portsmouth Indoor Pool, there is transfer fee of \$10.

Cancellation

Each class has a minimum enrollment. If the minimum enrollment is not met, the Portsmouth Indoor Pool has the right to cancel the class. You will be given the option of transferring your child into another class, a credit towards another session, or a refund.

Resident Policy

Proof of Portsmouth residency will be required for a discounted rate. Parents must show a valid driver's license with Portsmouth street address only. No P.O. Boxes. Full policy is detailed on the recreation website (<https://www.cityofportsmouth.com/recreation/general-information>).

Diaper Policy

The pool requires that all children under 3.5 years old, and children over 3.5 years old who are not toilet trained, to wear a disposable swim diaper.

Class Registration

Class registration are made in person or online, on a first come, first served basis. Registration will begin at 8am on the date listed. Registration will be ongoing through the first week of every session. Payment is due in full at the time of registration. Both resident and non-resident can register for session-based classes. Portsmouth Indoor pool reserves the right to cancel a class due to low enrollment. There are no makeup sessions for missed classes.

Weather Policy

If a program is canceled due to inclement weather the Portsmouth Indoor pool will offer the student 2 drop-in swim passes for open swim.