



Rattan Creek Swim Lessons

Provided by Premier Recreation Management Services

Policies and Procedures

Premier Recreation Management Services provides swim lesson and follows the American Red Cross Learn to Swim program at Rattan Creek Pool. It is critical that you understand Policies and Procedures to ensure a safe, fun and rewarding experience.

Registration – Registration is accepted at the Rattan Creek Community Center or online at www.premierrecreation.net. Registrations are accepted until a class is full or up to one week prior to the start of class.

Class Times & Offerings – We currently offer Pre-school level 1-3 and Learn to Swim Levels 1-4. Each class is offered at least 1 time during a session. Please see the class schedule for specific class offerings. Classes run for 2 consecutive weeks Monday – Thursday.

Withdraws and Refunds – When you enroll for a class you are reserving 1 of 6 possible spots for a class. Refunds will only be provided if you withdraw a minimum of 14 days prior to the first class. Refunds may take up to 30 days to process.

Makeup Classes – No individual makeup classes will be offered for missed classes during a session. If a class is cancelled due to an issue with the pool, instructor or inclement weather the class will be made up on the Friday of the event.

How to determine the appropriate class level- Class skills are available on-line or at the office to help you choose the appropriate class level. Your child should be able to complete **all** skills in a level to enroll in the next class up. If you are still unsure you can schedule a skill assessment.

Timeliness– Please arrive early enough so that your child has enough time to get changed and use the restroom. To avoid disruption a child arriving more than 5 min late will not be able to participate.

Swimsuits-all students should wear appropriate swim apparel.

Swim diapers- All students not fully potty trained or under the age of 3 are required to wear a swim diaper. Reusable swim diapers are preferred as they have a tighter fit, which helps avoid accidents in the pool. Even a small fecal accident can shut down the pool for up to 24 hours. Non-disposable swim diapers can be purchased at the office.