

Frequently Asked Questions for Private Swim Lessons

1. I am interested in signing up for private lessons. What do I do?
 - Please download the form from our website.
<http://cardinalrec.stanford.edu/aquatics/swim-lessons/>
 - Please fill out entire form and read all material before signing and submitting.
 - Please include all available days and times.
 - There are two ways to turn in the form:
 1. In person-submit to the lifeguard office at the ARP.
 2. Via email-submit through stanfordaquatics@stanford.edu (please write Private Swim Lesson Form on your subject line).
 - Please be aware that Private Lessons are in high demand.

2. I have turned in the form, what can I expect to happen?
 - Once the Assistant Director has received the form, the form will be placed on a waiting list for all Swim Instructors to see. If you do not receive an email from the Assistant Director/Program Assistant within 3 business days, please contact 650-725-0725.

3. Who are the instructors?
 - The private lesson instructors are instructor certified and have experience teaching lessons. Most of our instructors are Stanford University students. Please specify if you prefer only a male or a female instructor.

4. It has been a week since I submitted my form, should I call?
 - Private Lessons are in high demand, please be patient or submit additional availability if you can.

5. My availability has changed for the better, what should I do?
 - Please re-submit a new form, and state on the form that it is a resubmission. The Assistant Director will replace the information from your new form. Please do not call and ask to change your form.

6. What is the cancellation and refund policy?

-Cancellations/rescheduling must be made through the instructor. Your instructor will give you a phone number or email of where they can be reached.

-Instructors will only wait 10 minutes for late arrivals. After 10 minutes, the lesson will be determined a “no show” and will be counted as a used lesson. Many instructors schedule lessons with a few minutes in between clients that is why after 10 minutes, it will be considered a “no show”.

-Refunds will only be issued for a medical reason with a doctor’s note.

-If you are unhappy with your instructor, please call the Assistant Director and they will find you a new instructor.

7. Do I have to schedule all my lessons with the instructor on the first lesson?

-We highly recommend that you schedule all your lessons with your instructor on your first meeting. However, we understand that schedules are busy, so please feel free to schedule a few lessons each time.

8. How many lessons will I need to learn how to swim?

-This is based on your discretion. Please do not ask the instructor or Assistant Director to suggest a number of lessons. We cannot determine the exact number of lessons you will need to swim correctly and efficiently.

9. Will I have a lane reserved for my private lesson?

-Unfortunately we cannot reserve space for private lessons. Please speak to your instructor about the times/days that are less crowded if you feel the time you have chosen is too crowded.

10. What is the difference between semi-private and private lessons?

-A Semi-private lesson is no more than 3 people per lesson and the price will be 75% of the private lesson rate for each additional person.