Katy ISD Learn to Swim
Frequently Asked Questions

1. Do we have to swim test before we register for a swim lesson class?
Yes, if this is your first time participating in our program or you do not have a Red Cross Level card on file with us you must take a swim test to receive that card. We swim test everyone that is new to our program prior to registration. Even if your child is a beginner, they must be swim tested before registering in our program.

2. **Do we need an appointment for the swim test and how much does the swim test cost?**
We will offer swim test appointments prior to session 1 beginning. These appointments are for newcomers to the learn to swim program. Participants must have an appointment to have an assessment. More information about swim testing and how to make an appointment will be posted on the sportsYou page. We do not charge for the swim test. Swim Test participants will receive a Red Cross Level Card from our instructors at the end of the assessment.

3. Will classes fill up?
Yes, since our classes are limited in size most of them will fill up.

4. Are the classes limited?
Yes, based on level.
Level 1 – 1 Instructor to 6 Participants
Level 2 – 1 Instructor to 6 Participants
Level 3 – 1 Instructor to 8 Participants
Level 4 – 1 Instructor to 8 Participants
Level 5 – 1 Instructor to 10 Participants
Level 6 – 1 Instructor to 12 Participants

5. **Who are the instructors?**
The instructors are 16 years or older, high school and college students who are Lifeguard Certified as well as Water Safety Instructor trained through the American Red Cross.

6. What do the levels consist of?
The Red Cross classes are very in-depth and have lots of skills per level that participants will learn and test from. There are too many skills per level to list therefore here is a short description…
Learn to Swim Level 1 – Introduction to Water Skills: Beginner
Learn to Swim Level 2 – Fundamental Aquatic Skills: Beginner
Learn to Swim Level 3 – Stroke Development: Intermediate
Learn to Swim Level 4 – Stroke Improvement: Intermediate
Learn to Swim Level 5 – Stoke Refinement: Advanced
Learn to Swim Level 6 – Prepare for Swim Team: Advanced
A more detailed description of each level can be found on our website.

7. How do I find the website?
Scan this QR Code for more information about swim lessons from our website…

8. How do I request a refund?
We have a NO REFUND policy. We have posted on our website and parent handbook that we do not offer refunds. If you need to switch a class time, date, or location you must email our office to ask to have this done. If all classes are full and there are no openings to move, the participant will stay in the class they are registered. If we are unable to be in the water due to lightning our instructors will provide safety talks and activities during the class time till the pool can open again.

9. **Why do you close the pool for lightning?**
We do get everyone out of the pool water when lightning has been detected to be within 8 miles of the natatorium. We do this in case lightning was to strike the building. Since lightning is attracted to water and natatoriums are not guaranteed to stay "grounded" once in use, the safest practice to prevent electrocution is to clear everyone from the pool. The building however will remain open during business hours unless otherwise noted or communicated through our sportsYou account.

10. What happens if my child is sick and needs to miss class? Please keep your sick child home to rest, but return them to their scheduled class time as soon as they are able to return. We cannot make up classes that are missed or offer refunds for missed classes.

11. How can I get in contact with the pool staff?
The best way to contact the pool staff is by emailing us at SummerRecSwimLesson@KatyISD.org.

12. Cancellation
We do not cancel classes. Even on bad weather days we encourage everyone to come to the natatoriums for Water Safety Day and when the weather clears, and no lightning has been detected for 30 minutes the pool will open and the instructors will get the classes back into the water. Even if a class only has 10-15 minutes left the instructors will still get them into the water for the remainder of their class time.

13. **Make-Up Classes**
We do not offer make-up classes. There is no penalty for missing a class however if you miss the last class of the session, please let the instructor know in advance so they can have the participants level card and skills book filled out and ready for them.