

Adult Swim Lesson Policy

Things to Bring

(updated Winter 2025)

Swim equipment such as kickboards and other swimming aids will be provided. You should bring:

- **Towel**
- **Swimsuit**
- **Water bottle**
- **Sunscreen**
- **Goggles** (if preferred)
- **Swim Cap** (if preferred)

Safety Guidelines

- **No diving** and **no running** on deck.
- Follow all **lifeguard instructions** at all times.
- The **lesson pool (Pool B/small pool) is 4 feet deep.**
- Be cautious when practicing on your own, as the **larger pool (Pool A) and the dive pool can reach depths of 10-17 feet.**

Skill Level & Placement

- You may be moved to a different skill level (e.g., beginner to intermediate or vice versa) if the instructors determine it would be beneficial.
- Your swim instructor may change due to class adjustment or scheduling needs. Please be prepared for potential instructor changes.
- The goal is to place you in the most suitable level for **optimal learning and improvement.**

At the Swim Lesson

- **First Lesson:** Please be at the swim lesson location **5 minutes prior** to your first lesson so we may go over the pool rules with you in person.
- **Lesson Area:** Cones will be set up to mark the designated swim lesson area in Pool B/Small Pool. Please go to that area for the lesson(s).
- **Pool Access:** You may arrive **30 minutes before and stay 30 minutes after** your lesson to practice, even if you do not have an UCSB Recreation Center membership.
- **Locker Rooms:**
 - Available for changing before and after your lesson.
 - Lockers in the locker room are available for rent at the **front desk.**
 - If you do not rent/use a locker, you may leave your belongings on the **chairs at the pool deck** near your lesson area.
- **Use of Equipment:**
 - You may access kickboards and other swim aids for practice at any time. The equipment is located in the **white bins near the lifeguard office and swim locker rooms.**
 - Please **return all equipment after use.**
- **Punctuality:**
 - Lessons last **25 minutes**, so please **arrive on time** to make the most of your session.

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Missed Swim Lessons

(updated Winter 2025)

- **Make-up lessons are not available for absenteeism.**
- **No refunds** will be issued for missed lessons.
- Lessons **will not be canceled or rescheduled due to weather** unless the pool is officially closed. Lessons will continue in the rain. You may call the lifeguard office prior to class time to inquire: 805-893-7213. Refunds or extensions are not valid for weather conditions.

Switching Lesson Times

- **Class transfers** may be requested up to and during the **first week** of adult swim lessons.
- Transfers are **free of charge**, but availability is not guaranteed.
- To request a transfer, please email swimlesson@recreation.ucsb.edu.

Refund Policy

Refunds will be contingent upon medical or exceptional circumstances. For medical issues, a doctor's note must be submitted within one week of the injury. Extenuating circumstances must be communicated within two weeks of the inability to attend class. Refund requests must be submitted in writing to swimlesson@recreation.ucsb.edu. Refunds will not be issued for conflicts in schedules. Lessons paid for with Rec Bucks will not receive refunds or vouchers.

All refunds will incur a \$10 service charge with the exception of class cancellations. If the UCSB Department of Recreation cancels a program without the ability to place you in a comparable program, a full refund will be issued. Registered participants will be contacted using the information provided via their recreation registration accounts.

No refund will be granted after the first week of your registered swim lessons without prior written request. Prorating is not available for any swim lesson.

- If the **UCSB Department of Recreation cancels** a program, a **full refund** will be issued.
- Refund requests due to **medical or exceptional circumstances** require documentation:
 - Medical issues: Submit a **doctor's note within one week** of the injury.
 - Extenuating circumstances: Must be communicated **within two weeks** of the inability to attend lessons.
 - Refund requests must be submitted **before the start** of your registered lessons or within one week of the injury/incident if incurred after the start of the program session.
 - Refunds will **not be issued for schedule conflicts**. We may be able to switch you into a different lesson time, see **Switching Lesson Times**.
- A **\$10 service charge** applies to all refunds unless the class is canceled by UCSB Recreation.
- **No refunds granted after the first week** of lessons. Extenuating circumstances may apply.
- **Prorating is not available** for any swim lesson.

Contact Information

For any questions, please contact us at swimlessons@recreation.ucsb.edu or speak with the Swim Coordinator at your lesson.