

Youth Swim Lesson Policy

Things to Bring

(updated Winter 2025)

We provide swim equipment such as kickboards and other swimming aids. You should bring:

- **Towel**
- **Swimsuit** (rashguard, if desired)
- **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

- The youth participant 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 the youth 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 the first lesson so we may go over the pool rules and introduce the program and instructors.
- **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). Parents/Guardians are not permitted within the marked (coned) area during the lessons.
- **Pool Access:** You may arrive **30 minutes before and stay 30 minutes after** the lesson to practice, even if you do not have an UCSB Recreation Center membership.
- **Locker Rooms:**
 - Available for changing before and after the lesson.
 - Lockers in the locker room are available for rent at the **front desk.**
 - 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. The equipment is located in the **white bins near the lifeguard office and swim locker rooms.**
 - Please **return all equipment after use.** This equipment is not to be brought to the lesson.
- **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 lesson 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 Youth Swim Lessons.
- Transfers are **free of charge**, but availability is not guaranteed.
- To request a transfer, please email swimlessons@recreation.ucsb.edu.

Refund Policy

All refund requests must be submitted via the [Refund, Transfer, and Add Services Request Form](#) and received by the Swim Coordinators by the deadlines below:

Refund Amount	Request Deadline
75%	At least one month before the start of the event/lesson.
50%	Between one month to 15 days before the start of the event/lesson.
10%	Between 14 days to 24 hours before the start of the event/lesson.
0%	No refunds on the day of the event/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.
 - Refund requests must be submitted **before the start** of the lesson program or within one week of the injury/incident if incurred after the start of the program.
 - Refunds will **not be issued for schedule conflicts**. We may be able to switch you into a different lesson, see **Switching Lesson Times**
- A **\$10 service charge** applies to all refunds unless the class is canceled by UCSB Recreation.
- **No refunds will be granted after the first week** of lessons. Extenuating circumstances may apply.
- Refunds or extensions are not valid for weather conditions
- **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.