



PRIVATE SWIM LESSON REQUEST FORM

1195 SE Kemper Way Madras, OR 97741 | ph: 541-475-4253 | macrecdistrict.com

Frequently Asked Questions

What is the process for requesting a private swim lesson?

- Patron submits a Private Swim Lesson (PSL) Request Form to our front desk (info@macrecdistrict.com).
- Within 48 business hours the patron will receive an email acknowledging that the MACRD Aquatics department has received your request form.
- A staff member will review the availability of instructors and determine if the request can be filled as submitted. Staff will contact patrons via phone or email to set-up reservation dates and times.
 - If there is not currently an opening available for private lessons as requested, staff will reach out with the following options:
 1. Staff will offer alternative dates/times with availability; and/or
 2. Staff will save the request until an instructor has an available time slot that aligns with the request.
- If a patron wishes to continue with private lessons after their scheduled session ends, please submit a new PSL Request Form.

How much do private lessons cost?

- One 30-minute individual lesson: \$35 in-district, \$45 out-of-district
- Full swim session: \$180 in-district, \$250 out-of-district (most popular)
 - Can be completed in various timeframes, including six 30-minute lessons, four 45-minute lessons, or three 60-minute lessons, depending on the age and skill level of the swimmer taking lessons.

What if the person taking lessons is sick on the day of scheduled lesson?

- Call as soon as possible and staff will work with you to get rescheduled.

What happens if we no call/no show to lesson?

- Instances involving extenuating circumstances where notice is given less than 24-hours in advance will be considered on a case by case basis. Our policy is that make-up class will not be offered, and a refund will not be issued unless we receive at least 24-hours notice of missing a lesson.

When do I need to pay?

- Payment for lessons must be made prior to the first lesson, either in-person at the MAC or over the phone at (541) 475-4253.



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Swimmers Name: _____ Age: _____

Contact person or parent/ guardian: _____

Ph. Number: _____ Email: _____

Swimming Abilities (please answer as accurately as possible):

BEGINNER INTERMEDIATE ADVANCED

1. Has the participant participated in swim lessons before? YES (Level _____) NO
2. Is the swimmer comfortable in the water? YES NO
3. Can the swimmer swim independently without a flotation aid? YES NO
4. Can the swimmer swim the length of the pool (25-yards) without aid or assistance? YES NO

Please briefly describe the participants' goals (ex. get more comfortable in water, work on technique, pass a swim test, etc.) _____

Scheduling: Please circle the day(s)/ time(s) you're available for swim lessons:

Tuesday Wednesday Thursday Friday Saturday
Morning Afternoon Evening

How many lessons would you like:

- One 30-minute individual lesson: \$35 in-district, \$45 out-of-district
- Six 30-minute individual lessons: \$180 in-district, \$250 out-of-district (most popular)
- Four 45-minute individual lessons (12 yrs. +): \$180 in-district, \$250 out-of-district
- Three 60-minute individual lessons (17 yrs.+): \$180 in-district, \$250 out-of-district

Preferred Instructor: _____ No Preference

Any other information: _____



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Please read the following and sign below:

- Children must be at least 3 years of age in order to participate in private swim lessons. Submitting this request does not guarantee lessons.
- Requests are filled based on instructor availability.
- Requests are received and filled in the order in which they are received.
- Please allow at least one week to find an instructor for your lesson.
- Regular Madras Aquatic Center rules and schedules apply.
- Patrons are expected to be punctual, as the swim instructor may have lessons scheduled immediately before/after your lesson.
- All lessons need to be completed within eight weeks of the initial lesson, any lessons outside of that time period will be forfeited.
- Payment for lessons must be made prior to the first lesson, either in-person at the MAC or over the phone at (541) 475-4253.

Cancelation/ No-Show Policy: If patrons need to cancel a lesson they must do so by contacting the Madras Aquatic Center **at least 24-hours before** the scheduled lesson by calling (541) 475-4253 or emailing info@macrecdistrict.com. Staff will work with you to schedule a make-up class if possible. If a lesson is canceled with less than 24 hours' notice, a make-up class will not be offered, and a refund will not be issued. Instances involving extenuating circumstances where notice is given less than 24 hours in advance will be considered on a case-by-case basis.

If a lesson is canceled by the instructor or facility, a staff member will make reasonable efforts to contact you as soon as possible. A make-up lesson will be scheduled, or a credit will be issued to your account if a make-up lesson cannot be arranged.

I acknowledge that I have read and understand the above information.

Signature: _____ Date: _____

Please return this document to the Madras Aquatic Center or email to:

info@macrecdistrict.com

MACRD Staff Follow-up notes: