

# OCA PRIVATE LESSON POLICIES



*OCA's outstanding swim school instructors are available for one on one classes for all ages and goals of swimmers. Please look at instructor bios on-line or ask for suggestions of instructors who that have experience with specific ages, skills, or special needs.*

- Private lessons for each month will be released for booking on-line at 9am 2 days before that month starts.
- All booking times for all instructors will be available on-line on a first-come, first-served basis.
- Private lessons can be booked on-line only up to 24 hours before lesson.
- Within 24 hours of the private lesson booking can only be done in person at the pool with the consent of the instructor.
- Private lessons will **not** be scheduled during group lessons.
- Private lessons are 30 minutes in length and start promptly at scheduled time.
- Once booked no refunds are available for private lessons.
  - Rescheduling with more than 24 hours notice may be done with no fee.
  - Within 24 hours no changes may be made to private lesson bookings.
- If facility or instructor availability requires cancellation of private lessons the patron will have the choice of refund or reschedule.
- Due to OCA Swim School's low student to instructor ratio in group lessons, semi-private lessons are not offered.
- If there any issues, questions, or concerns regarding private lessons. Please notify the Pool Manager know immediately so that the issues can be resolved.