

Group Swim Lesson Policies

Residency

Proof of Portsmouth residency will be required for the discounted rate. A parent must show their Portsmouth street address on a driver's license, current lease agreement, or bank statement.

Class Registration for Residents and Non-Residents

Class registration is done online, or in person. Registration will begin at 8am on the date listed for each residency. Registration will be ongoing through the first week of every session. Payment in full is due at the time of registration.

Refunds and Transfers

Due to high demand and limited spots, if the pool cancel a class refunds are not available, but a credit will be applied to your account instead, which can be used for future swim lessons or any recreation department activity. If after you have signed up for a class you want to change a class time/day and space is available, there is a \$10 transfer fee.

Pool Cancellation of Class Prior to Session

Each class has a minimum enrollment. If the minimum enrollment is not met, the Portsmouth Indoor Pool has the right to cancel the class (this determination is done 1 week prior to the session start). You will be given the option of transferring your child to another class, if available, credit on your account for future swim lessons or any recreation department activity, or a refund.

Diaper Policy

We require all children under 3 ½ years old, and older if not toilet trained, to wear a disposable swim diaper. The pool sells diapers for \$2.

First Class - Swimmer Skill Assessment

During the first class the instructor will assess all swimmer' skills. If necessary, the pool will make every effort to move the swimmer to an appropriate level. The pool cannot guarantee an available spot if swimmers are placed in the wrong level. If unsure about your child's level, please contact the indoor pool (603) 427-1546 or see description levels online.

<https://www.cityofportsmouth.com/sites/default/files/2019-04/swim%20level%20description.pdf>

Group Swim Lesson Make-up Policy

In order to maintain the integrity of our class as to content and size, we do not offer make-ups. We have found that adding children to classes for make-ups disrupts the rhythm of the class. We ask that you please do your best to attend all classes.