

# PREMIER

## AQUATICS

Congratulations on becoming a part of the Premier Aquatics Swimming Family! Premier Aquatics is a year-round swim school that has been educating communities across Orange County in safer swimming for over eight years. Programs range from infant and toddler lessons to competitive swimming levels and swim team. Premier Aquatics is an active member of the United States Swim School Association, “legendary” member of Stop Drowning Now water safety initiatives, and a supporter of the National Drowning Prevention Alliance and California Parks and Recreation Services.



**STOP  
DROWNING  
NOW**



**NDPA**  
NATIONAL DROWNING  
PREVENTION ALLIANCE

At Premier Aquatics, we have developed a comprehensive curriculum that our instructors use to teach students much more than how to swim. In addition to basic water skills, your child will learn:

- ✓ Valuable cognitive skills
- ✓ Social skills in group and individual settings
- ✓ Speech developments
- ✓ Physical advancements beyond the water

In addition to teaching important in-water skills, our instructors strive to teach our parents the “Do’s & Don’ts” of swimming with young ones. These lessons, which are just as important as in-water skills for children, will help yield the best possible results, ensuring that your child has safer fun in and around the water.

Premier Aquatics wants you and your children to love the water – so it is our goal and promise to educate all swimmers in a fun and happy environment! If we can get swimmers excited about swim lessons, then they will truly want to learn how to become safer in the water, guaranteeing a **lifelong love of swimming**. We know that most accidents around water happen when swimmers panic after attempting something beyond their skill level; for this reason, it is imperative that parents look at lessons as a long-term commitment. Real comfort and confidence come from consistency, and we encourage parents to look at lessons as a process.

We know that there are many options when it comes to choosing the right swim school, so Premier Aquatics would like to thank you for choosing to swim with us!

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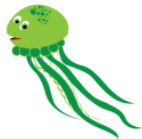
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## The Premier Process

When learning anything, it is very important to follow a specific path to ensure that you are learning in the most efficient way. That's why Premier Aquatics has developed our curriculum from over 25 years of experience and have established a unique progression of skills that will work for swimmers of all ages.

Each level has a specific set of skills that are worked on during each lesson, as well as a set of benchmarks to follow a student's development. The following is a summary of our progression:

### Safety Swimming



*Jellyfish*

#### Level 1 – Jellyfish

Swimmers will learn to put their face in the water on their own and glide to an instructor unassisted. The goal is to allow students to become comfortable in the water and for them to get a “feel” for what swimming will be like.



*Tadpole*

#### Level 2 – Tadpole

Swimmers will learn to roll to their back and float unassisted and kick their legs properly. This level may require a bit more time for some swimmers as they will need to learn buoyancy, which will in turn help them learn to trust the water to hold them up if they relax.

### Technique Swimming



*Minnow*

#### Level 3 – Minnow

Swimmers will learn a perfect side breath for freestyle and the importance of maintaining momentum throughout that breath. The goal is to teach students to stay streamlined to reduce drag and increase glide in order to propel themselves forward.



*Guppy*

#### Level 4 – Guppy

Swimmers will learn to swim a full lap of freestyle and backstroke. Students will use their kicking to be independent in the water by relying on arm and leg propulsion without the use of floatation devices.



*Lionfish*

#### Level 5 – Jellyfish

Swimmers will learn butterfly and breaststroke kick and begin to work on endurance swimming. Gaining endurance in the water will help students in the process to becoming safer in the water, and will get them ready to be introduced to advanced skills.



*Dolphin*

#### Level 6 – Dolphin

Swimmers will learn all 4 competitive swim strokes: Freestyle, Backstroke, Breaststroke, and Butterfly and diving. This is the most technical of all the stages and will require more time to learn for most swimmers.

## Swim Team Prep



### Levels 7 & 8 – Sailfish and Shark

Swimmers will learn basic lane etiquette as well as turns for each stroke and will learn to use a pace clock and develop stamina to start swimming every day with a team. Once swimmers have learned these skills, they are ready to join swim team.

Think of learning to swim as a process that has no end. There is always room for improvement, and nobody is ever totally “safe” in the water (even Michael Phelps), only “safer”.

## Water Safety

At Premier Aquatics, we follow the “Safer 3” Program of Stop Drowning Now and its messages regarding water safety and drowning prevention education.

Please join us in helping to prevent preventable water related deaths. The Safer 3 message has three simple themes to help you stay safer in and around water.

- ✓ Safer Water – This encourages adults to do anything they can to make areas around the water safer. Use these tips to help create Safer Water for you and your family:
  - Install locks and alarms on doors that may lead to water sources like pools and bathtubs
  - Put in fences with self-closing and latching gates around pools and hot tubs
  - Use pool covers and sonar pool alarms as backups
- ✓ Safer Kids – This promotes water safety for both kids and adults including:
  - Swimming lessons for infants, toddlers, and children
  - Continuous adult supervision when children are near water
  - Education for adults and children regarding safe behavior in and around water
- ✓ Safer Response – This urges adults to prepare themselves for any emergency situation by:
  - Learning CPR and First Aid
  - Having safety equipment on hand at all times
  - Keeping a phone near the pool area and ensuring that everyone knows what numbers to dial for help
  - Discussing emergency scenarios with children so that they can react safely and appropriately in the case of an emergency

Premier Aquatics encourages you to follow all of the basic guidelines included in this literature for pool safety. One thing we often hear about kids is that “he loves to swim, but is wild and I can’t control him from jumping in!” It is important to teach your children that the pool is fun, but can be very dangerous.

Just as you teach your kids not to cross the street without looking both ways – teach your children not to enter the water without permission and supervision. Children who love to swim will follow safety rules if their parent emphasizes the importance of water safety!

## Helpful Hints to Prevent Water Accidents

1. All parents and caretakers should be certified in CPR and First Aid.
2. Have a telephone within reach at all times when around the pool.
3. Always watch your children when they're in the water – never assume that a lifeguard or other supervisor is totally responsible.
4. Check the pool first if your child is missing – every second counts.
5. Never consider your child “drown-proof”, even after swim lessons. Remember that there is no safe, just safer.
6. Teach your children to never swim alone, and to always ask an adult to watch them swim before hopping in the water.
7. Keep toys away from the pool's edge – a child could easily fall in while reaching for a toy.
8. Keep rescue equipment near the pool.
9. Take precautions with pool covers, as children may try to walk over or swim under them.
10. Clean pool water not only ensures sanitary conditions, but high visibility as well.
11. All doors leading to pools, canals, lakes, or any other bodies of water should be self-closing and self-locking.
12. Pool areas should be completely fenced in.
13. Pool alarms are available, and offer detection and alerts if someone falls in.



# **PREMIER**

HEALTH AND SAFETY

**We want you to be prepared in the event of an emergency, that is why Premier Health & Safety encourages you to sign up for our CPR/AED and First Aid course!**

# **15% OFF**

**Email [admin@swimoc.com](mailto:admin@swimoc.com) and mention this coupon after registering at [premierhealthandsafety.com](http://premierhealthandsafety.com) for 15% off your course fee.**

## Swim Lesson Parent's FAQ

We want you to be in the know when it comes to your kids' swim lessons and swim team! If you have any questions that are not answered here, please don't hesitate to contact the Premier office at (949) 716-3333 Monday through Friday, or by email at [admin@swimoc.com](mailto:admin@swimoc.com).

### What happens when it rains?

Parents always ask if we will have swim lessons and swim team when it rains. Swim lessons will run rain or shine unless there is threat of thunder or lightning. In this case, we will send out email and text notifications long before your lesson, so keep an eye on your inbox on rainy days.

### Does my child need to wear a swim diaper?

Any swimmers under the age of 3 years old are required to wear a disposable swim diaper AND a vinyl swim diaper cover. This rule is required for all swimmers, whether in lessons or not, to ensure the safety of you and others, and to limit any unwanted pool closures. If your child has an accident in the pool and is not wearing the proper swim attire, a \$100 cleaning fee will be assessed to your account.

### What should my kids wear to swim lessons?

It is important to wear proper swim attire during swim lessons. The baggier and bigger the swimsuit fits on students, the harder it will be for them to swim. As students progress to the more advanced swim levels or join the swim team, it is recommended that girls wear one-piece swimsuits and boys wear speedos or jammers. Swim gear is available for purchase at [store.swimoc.com](http://store.swimoc.com).

### Should my child wear swim goggles?

For the beginning levels of swim lessons, we recommend that your child does not wear goggles. Students will become reliant on goggles and may have a harder time if there is ever a water-related emergency. As students show comfort opening their eyes under the water without goggles, instructors will then recommend that they may start to wear goggles.

### Why hasn't my son/daughter leveled up yet?

For each level that Premier Aquatics offers, there are a few key skills that the instructor will focus on. It is very important that each of the skills is mastered before students move on to the next level in order to follow the specially designed curriculum. It is common for younger students (3 to 5 years old) to spend more time on the 2<sup>nd</sup> and 3<sup>rd</sup> level skills where kicking correctly is crucial. The same is true for older students (5 to 8 years old) to spend more time in advanced levels where a great deal of coordination is required to master skills. Feel free to ask your instructor questions about how you can practice at home to help your student master the required skills to level up!

### How is my son/daughter progressing?

All of our instructors track their students' progression throughout their swim levels. There are two ways that you can get this information:

1. Ask your instructor after your class to see which skills your student is mastering, and which skills still need some practice.

2. Check out your student's progress online through the Parent Portal. Your instructor will update your swimmer's skill chart by the end of each day.

### **What if my son/daughter is crying?**

In the early stages of learning to swim, it is not uncommon for students to cry. If this happens, it's best to let the instructors work their magic and have parents stay back or even "hide" (or watch from an area that your student cannot see you). Parent involvement not only undermines the instructors but will ultimately hinder the learning process. Trust our instructors to take care of your child – they are in good hands!

### **How do I stop my child's swim lessons?**

Swim lessons drop requests can be submitted at any point by completing the [Swim Lesson Drop Request Form](#). Keep in mind that once you have started the month of lessons, you are committed to complete the month and there will be no refunds or account credits for canceling after the 1<sup>st</sup> of the month. Swim Lesson drop requests must be submitted prior to the 15<sup>th</sup> of the month, to avoid being charged for the next month's lessons on the 20<sup>th</sup> (Premier charges for the next month's lessons on the 20<sup>th</sup> of the month i.e. January 20<sup>th</sup> for February lessons).

### **Parent Supervision and Lifeguards**

Although our pools are lifeguarded by Premier Aquatics' highly trained staff, it is the responsibility of each parent to supervise and keep eyes on their children at all times. While students are in lessons, the instructors are in charge and are trained to keep your kids safe while in the water. Before and after swim lessons and swim team practice, it falls to the parent to supervise students.

### **Help! I forgot my swim gear, or don't own anything that my student needs for their lesson or practice!**

No worries! The Aliso Viejo Aquatic Center has all the gear you may need for swim lessons available for purchase. Visit the front window at AVAC for prices and availability for:

- ✓ Goggles
- ✓ Water Diapers
- ✓ Fins
- ✓ Swim Caps
- ✓ Sunscreen



If your lesson is not at the Aliso Viejo Aquatic Center, call our office for information about where to purchase the gear you need.



## Swim Team Parent's FAQ

We want you to be in the know when it comes to your kids' swim team! If you have any questions that are not answered here, please don't hesitate to contact the Premier office at (949) 716-3333 Monday through Friday, or by email at [admin@swimoc.com](mailto:admin@swimoc.com).

### What happens when it rains?

Swim team will run rain or shine unless there is threat of thunder or lightning. In this case, we will send out email and text notifications long before practice, so keep an eye on your inbox on rainy days. Year-round swim team does have a rainy-day schedule, so parents can keep in mind that all practices (Bronze, Silver, & Gold) will run from 4:00 pm – 5:15 pm on rainy days. In this case, you have the option to show up at any time, but please note that all swim team practices will end at 5:15 pm.

### What should my kids wear to swim team practices and meets?

It is recommended that girls wear one-piece swim suits and boys wear speedos or jammers to practice. For swim meets, all swimmers are required to wear the competitive swim suits for their season, which is available for purchase at [store.swimoc.com](http://store.swimoc.com).

### Is my swimmer required to attend swim meets for swim team?

Swim meets are not mandatory for swimmers on swim team, and some swimmers do not wish to compete as meets may be seen as overwhelming at first. The coaching staff highly encourages all swimmers to attend swim meets, as they are a valuable tool for coaches to track progress; swim meets also provide a fun environment for kids to learn socialization and competition, and can help swimmers see their own improvement and develop confidence in themselves.

### Does my child have to swim every day to be on swim team?

Swim team practices 4 days a week Monday through Thursday. It is not mandatory to attend all practices, but Premier will not prorate or discount rates for only attending select days. The swim team fee is a monthly fee and you may come as many days as you want.

For more FAQs, visit us at [swimoc.com/swim-school-faqs/](http://swimoc.com/swim-school-faqs/).



## Additional Services Offered by Premier Aquatics

### Birthday Parties

Pool parties are available at the Aliso Viejo Aquatics Center year-round! Parties are able to rent the designated lawn area between the lap and recreation pools, with options to rent a bounce house or water slide and may decorate the party area for your birthday bash, graduation event, or just-for-fun get-together! The party space may be booked Saturdays or Sundays from 11:00 am – 1:00 pm or 2:00 pm – 4:00 pm, and all of your guests are welcome to enjoy the Aquatic Center all day. Parties can be booked at [swimoc.com](http://swimoc.com)!

### Health & Safety Classes

Premier Aquatics' sister company Premier Health & Safety teaches a variety of American Red Cross certification courses. From aquatics courses like Lifeguard, Water Safety Instructor, and Safety Training for Swim Coaches to young-adult courses like Babysitting to basic care courses like CPR, AED, and First Aid, Premier Health & Safety can help you prepare for all emergency situations.

Every second counts in the instance of a sudden cardiac arrest. By learning CPR, you can increase the chance of survival for a victim by 2x to 3x depending on when the emergency is identified. You can save lives and make your household, workplace, and community safer through CPR training and certification.

Sign up for a CPR class today, and take 15% off your registration at [premierhealthandsafety.com](http://premierhealthandsafety.com). See the coupon above for more details.

### Lifeguard Services

When you throw a pool party at your house, you might be more concerned about entertaining your guests than keeping an eye on the water – so let Premier do that for you! Premier Aquatics offers lifeguards for hire for your next pool party. Our lifeguards are certified through the American Red Cross, and are in-serviced at each shift to ensure that all life-saving skills are up-to-date. We take water safety very seriously and believe that there should always be someone watching the water. Please give us a call if you are in need of a lifeguard for your next event.



## **Policies**

Please take a moment to review the Premier Aquatics policies regarding swim lessons. All policies are strictly enforced so that we may maintain a high level of customer support and ensure 100% satisfaction guarantee. For a full list of our policies, please visit the Parent Portal on our website.

### **BILLING DATES**

Premier Aquatic Services runs billing on the 20th of the month, for the following month of swim programs. This new buffer will give our administrative team up to 10 days to follow up with problem accounts before we are forced to drop students from classes. Any students whose accounts are not current on the first day of the month will be removed from their scheduled classes.

### **REGISTRATION FEE**

The \$45 annual family registration fee will cover administrative costs for each swimmer, as well as provide each swimmer with a starter goody bag which will include a swim bag, t-shirt, one pair of kid's sunglasses, 2 family day passes to be used by the swimmer at the Aliso Viejo Aquatic Center, and the option to stay-and-play on the days of the swimmer's scheduled lesson. For swimmers who take a break and re-start within the same calendar year, you will not be assessed another registration fee as your original fee is good for the calendar year.

### **CANCELLATION POLICIES**

Those families wishing to cancel programs and be removed from automatic billing, must fill out the drop request form at [swimoc.com](http://swimoc.com). The form can be found by hovering over "Swim School" and clicking "Swim Lesson Drop Request." All forms must be submitted by the 15th day of the month, prior to your cancellation. For example, if you wish to stop programs on January 1st, you must fill out the form no later than December 15th in order to avoid charges for January. Once the billing process has begun with the bank on the 20th of the month, it is not possible for us to stop the process, and your card on file will be charged. Once your card has been charged, there will be a \$20.00 processing fee for all refunds issued. Cancellation and refunds will not be allowed after the 1st of the month.

Premier does NOT allow refunds or credits for mid-month cancellations. The only exception to this rule will be medical issues.

### **MAKE-UP POLICY**

Premier allows one make up lesson per paid month of Private Swim Lessons, Perpetual Group Lessons, and Parent and Me group lessons. Once makeups have been scheduled, there are no changes allowed. Makeups must be used within 3 months of the missed class.

No refunds will be given for lessons which have been cancelled due to a pool closure. Only makeup lessons will be offered.

### **THE FINE PRINT**

#### **PERPETUAL SWIM LESSONS**

1. Participants are permitted one makeup lesson per month.
  - a. Doctors note will supersede this policy.



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2. Only one free makeup will be allowed each month.
3. Instructors and lesson times are subject to change.
4. If an instructor is sick, we will provide a substitute instructor to teach. If customer chooses to wait until the instructor returns, Premier will schedule the lesson for the soonest time possible.
5. Lessons are taught rain or shine.
  - a. Only closed for lightning or pool closure.
  - b. Makeups will be offered for pool closures.
6. In the case of discipline, upon the 2<sup>nd</sup> warning, instructors reserve the right to remove participants from class as they see fit.
7. Parents are asked to stay at least 15 feet away from lessons to help instructors connect with students.
8. Late lessons are not eligible to be made up. (i.e. if you are 10 minutes late to your lesson, then your lesson is 10 minutes shorter.)
9. LESSONS ARE BILLED MONTHLY. CREDIT/DEBIT CARDS WILL BE AUTOMATICALLY CHARGED ON THE 20<sup>TH</sup> OF THE PRECEDING MONTH UNLESS THE OFFICE IS NOTIFIED OF A CANCELLATION BY THE 15<sup>TH</sup> OF THE MONTH.
10. There is a \$20.00 cancellation charge for any lessons that are not cancelled prior to the billing date. After the 1<sup>st</sup> day of the month, there will be no refunds for cancellations.

#### FAST TRACK LEARN TO SWIM (Where Available)

1. Each Fast Track session consists of 8 classes (Monday through Thursday). No makeups are ever allowed.
  - a. Makeups will be offered for pool closures.
  - b. Holidays will be prorated.
2. LTS schedule is set in advance. No changes will be made to the schedule.
3. Parents are not allowed to select instructors.
4. Students will only graduate when they can complete all required level test out skills, as listed on the LTS progression guide. Students will more than likely have to repeat levels in order to fulfill all requirements and graduate to the next level.
5. In the case of discipline, upon the 2<sup>nd</sup> warning, instructors reserve the right to remove participants from class as they see fit.
6. Parents are asked to stay at least 15 feet away from lessons to help instructors connect with students.
7. After the second day of the session, no refunds will be issued for LTS.
8. Students can be added to the learn to swim program up until the 2<sup>nd</sup> day of the session or later based on the discretion of the program supervisor.
9. No prorating will be offered to late registrants.
10. There will be no mixing of session times within an LTS session.

#### SWIM TEAM

1. Team swimsuits are required for all competitions.
2. Swimmers with long hair must wear swim caps.
3. Parents are responsible for declaring swim meet attendance by the Monday before the meet.
4. No late meet entries will be accepted.



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5. Swim Team fees will not be prorated for participants who sign up mid-month.
6. No refunds will be given after 1<sup>st</sup> practice of the month.
7. Discipline will be administered based on head coach's discretion.
8. If a swimmer is removed from practice 3 times, they will be excused from the team with no refund.
9. All swim team parents are required to volunteer at least 2 volunteer shifts throughout the summer.
10. In order to participate in championships, swimmers must participate in 1 practice per week (average) and 2 regular season meets.

FREE PARENT AND ME CLASS (Starfish)

1. Your first class each week is free of charge. If you wish to come to multiple classes per week you may sign up and pay the normal price per day for any classes in addition to your free class.
2. If you sign up for the free parent and me class and miss 2 classes in a row without contacting the office, you will be dropped from the class and disqualified for future free enrollment.