
















## FREQUENTLY ASKED QUESTIONS

- [!\[\]\(c8dce68b26731c7aa5915072fc9d68dd\_img.jpg\) Do you work with individuals who have special needs?](#)
- [!\[\]\(76b3245de86167eba9fcdc9cc9f32aa4\_img.jpg\) Can my special needs child participate in group swim classes?](#)
- [!\[\]\(13db7587f50867332e5bedc6a161739d\_img.jpg\) What is the youngest age my child can start taking lessons?](#)
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- [!\[\]\(20b6116a35a537c491fe1e2cc04e020e\_img.jpg\) What happens if I miss a private lesson?](#)
- [!\[\]\(9e6cd34ccb2e621bcc854e8b124ba455\_img.jpg\) What happens if I miss a group class \(Seahawks, Junior Waterman, Seaturtles, Baby+Me\)?](#)
- [!\[\]\(bb119fe28602f6188164a7a98762f831\_img.jpg\) What happens if my child does not want to get in the pool or is upset for the duration of the lesson?](#)
- [!\[\]\(49aeb3a66f7dc15e36983c42e0317aa1\_img.jpg\) What happens if my child is upset for the duration of the lesson?](#)
- [!\[\]\(a7a27f5e6940580e878a09505a95e3b7\_img.jpg\) Will I have the same instructor for all of my lessons?](#)
- [!\[\]\(b724cffffa4f0175f208d25028a06541\_img.jpg\) Can I request a specific instructor?](#)
- [!\[\]\(bbb434a2c30ede4710cc1781d50b17e2\_img.jpg\) Can my children take a lesson together?](#)
- [!\[\]\(e499851de9f0532e4eccd64e6fb062d2\_img.jpg\) Is the pool heated?](#)
- [!\[\]\(a31e896847642f3077baceeecc65febd\_img.jpg\) What do I need to bring to my swim lesson?](#)
- [!\[\]\(08a0d9425e57b7572d69c6634ec70f59\_img.jpg\) Can I purchase a single swim lesson?](#)

-  What happens if I need to cancel my lesson package mid-session?
-  Can I change my lesson day/time mid session?
-  What happens if my child is less or more advanced than the other children in their group?
-  How do I know what class is best for my child?
-  Is there a discount for signing up multiple children?
-  I am a member of the Hollywood Health Club, do I get a discount?
-  Do I have to be a member of the Hollywood Health Club or Long Beach Rec Center to take swim lessons?
-  Can I register over the phone or in person?
-  Can I pick my own days during a month?
-  Do your instructors wear masks/face coverings in the water?
-  Can my child wear a mask/face covering during the lesson?
-  Are your instructors vaccinated for COVID-19?
-  Can I request an instructor who has received the COVID-19 vaccination?
-  How do you handle COVID-19 exposure?

## **Do you work with individuals who have special needs?**

- Yes! Our swim school is trained and experienced with working with individuals who have special needs. However, all special needs lessons must be booked over the phone so we can best accommodate you.
- If you arrive at your lesson without telling us your swimmer has special needs, there is a chance we may not be able to assist you at that time.
- For safety reasons an aide or parent/guardian may be asked to be in the pool during the lesson.

## **Can my special needs child participate in group swim classes?**

- Yes! In group contexts, due to safety reasons however, we require the parent/guardian of special needs swimmers to come prepared to enter into the pool during the lesson.

## **What is the youngest age my child can start taking lessons?**

- We start teaching as young as 6 months.
- We encourage positive parent involvement for infants and hesitant swimmers. We ask parents to come to their child's lessons ready to go in the water.

## **How many lessons will it take until my child can swim?**

- 4 lessons will start a good foundation
- All swimmers learn at their own speed, at Skudin Swim our philosophy is founded on “joy not fear” allowing the swimmers to set a strong foundation and love for the water.

## **What happens if I miss a private lesson?**

- Private lessons have the opportunity to do a makeup class after paying a rescheduling fee.
- Makeup lessons are not always guaranteed due to space in the pool.

## **What happens if I miss a group class (Seahawks, Junior Waterman, Seaturtles, Baby+Me)?**

- There are no makeups given for missed group classes due to space in the pool

## **What happens if my child does not want to get in the pool or is upset for the duration of the lesson?**

- "It's not a waste of time if we take our time"...For some young children, starting swim lessons can be an emotional experience. Working through these emotions is a natural part of the learning process and an important step in overcoming fear. Our "joy not fear" approach works to overcome fear with fun activities, rather than enabling fear by removing them from the lesson. We want to encourage and inform parents that although some children may struggle in the beginning, it is important to push them to continue participating and not cut lessons short. Our instructors are trained to facilitate lessons both in water and on land, both of which present valuable learning opportunities for children who may be having a tough time.
- Our instructors are trained to teach both in the water and on land - our instructors will facilitate drills and activities on land for children who are hesitant to get in the pool.
- A great foundation is still being set from the pool deck. It is not a loss if your child refuses to get in the water for their lesson. We encourage parents/guardians to stay positive towards their new swimmers.
- Makeup lessons are not given for days your child doesn't want to get in the pool.

## **What happens if my child is upset for the duration of the lesson?**

- Working through emotions is an important part of the learning process for children of all ages. A great foundation is still being set from the pool deck. It is not a loss if your child refuses to get in the water for their lesson. We encourage parents/guardians to stay positive towards their new swimmers.

## **Will I have the same instructor for all of my lessons?**

- We understand the importance of instructor-student relationship and always strive to provide you with the same instructor for the duration of your lessons, but it is not guaranteed. Due to unforeseen changes in our swim instructor's schedules, in the event your primary instructor is absent your lesson will be taught by a different, but equally qualified, Skudin Swim instructor. All of our swim instructors are trained and certified under the 40+ years experience of Beth Skudin and all instructors are equipped to teach all levels of students. Our deck director records lesson notes after every lesson and substitute instructors are briefed on exactly where your child is at in their swim lesson progression. There are no makeup lessons or reschedules for lessons taught by a different instructor.

## **Can I request a specific instructor?**

- We understand the desire to work with a particular instructor but we cannot take requests for specific instructors.

## **Can my children take a lesson together?**

- We offer semi-private and custom group lessons, but it is not recommended for children with large age gaps or differences in swim ability.

## **Is the pool heated?**

- The pool temperature, although generally kept very warm, can fluctuate. If you find your child is sensitive to cooler water, we recommend purchasing a wetsuit for them. Lessons will be taught regardless of pool temperature.

## **What do I need to bring to my swim lesson?**

- We have almost everything you need! Please come with a bathing suit and towel. We recommend bringing your own pair of goggles, but we do have extras to borrow. Individuals with long hair are recommended to wear a bathing cap or use of a hair tie.
- If your child is not yet potty trained they must be in a swim diaper

## **Can I purchase a single swim lesson?**

- All swim lessons are sold as packages of 4 lessons. Private lesson packages start at \$180

## **What happens if I need to cancel my lesson package mid-session?**

- Refunds are not given for lessons that are canceled mid-session. Account credit is given for future registration minus a \$15 cancellation fee.

## **Can I change my lesson day/time mid session?**

- Yes - lesson slots can be transferred so long as there is availability in the new time slot. All mid-session transfers incur a \$15 fee. If you change your day/time you might have a new instructor.

## **What happens if my child is less or more advanced than the other children in their group?**

- All of our group lesson programs (Baby+Me, SeaTurtles, SeaHawks, Junior Watermen and Stroke Clinic) are curriculum based and designed around teaching that curriculum to the group. Group lessons are not designed to cater to the specific needs of individuals. We understand the needs of every child are unique and specific and to accommodate those needs our instructors are trained to subtly tweak drills and group exercises to facilitate individual growth. For students needing individual attention we recommend private lessons, as extended one-on-one time is not something that will occur within the context of a group lesson.

## **How do I know what class is best for my child?**

- Our office staff is trained and ready to place your swimmer into the ideal program that best suits their individual needs. If you are unsure where to place your swimmer, call the office and ask for help!

## **Is there a discount for signing up multiple children?**

- Yes - we offer a family discount of 10% off for 3 or more children (group lessons only). Please call the office for the discount code.

## **I am a member of the Hollywood Health Club, do I get a discount?**

- Yes - all Hollywood health club members receive a 10% discount for any Skudin Swim registration. Please call the office for the discount code.

## **Do I have to be a member of the Hollywood Health Club or Long Beach Rec Center to take swim lessons?**

- Memberships are not required to purchase Skudin Swim lessons

## **Can I register over the phone or in person?**

- Due to policy agreements and waiver signatures all registrations are done online. If you need assistance navigating the website, simply call our office and we can assist you, step-by-step, in signing up online.

## **Can I pick my own days during a month?**

- All group and private swim lessons are sold as packages to accommodate our progressive teaching method. Lessons are booked on a fixed schedule, falling on the same day+time chosen for that month. Lesson slots can change from month to month but remain fixed week to week.

## **Do your instructors wear masks/face coverings in the water?**

- Because PPE is not required by the CDC in bodies of water, our instructors do not wear masks or face coverings in the pool.

## **Can my child wear a mask/face covering during the lesson?**

- Because PPE is not required by the CDC in bodies of water, our instructors do not wear masks or face coverings in the pool. Due to posing a risk of suffocation as well as preventing students from properly practicing/learning necessary swim techniques, students also do not wear masks/face coverings in the water. Face masks are worn by non-vaccinated individuals while on the pool deck.

## **Are your instructors vaccinated for COVID-19?**

- Skudin Swim is not legally allowed to release the medical records of our employees. We can assure you however that all CDC guidelines while in bodies of water are followed by all instructors regardless of vaccination status and that your child will be safe during their lesson.

## **Can I request an instructor who has received the COVID-19 vaccination?**

- Since Skudin Swim is not legally allowed to release the medical records of our staff, we are unable to accommodate requests/guarantees that your instructor will be vaccinated. We can assure you however that all CDC guidelines while in bodies of water are followed by all instructors regardless of vaccination status and that your child will be safe during their lesson.



## **How do you handle COVID-19 exposure?**

- We follow standard CDC guidelines - we alert any and all individuals directly exposed to an individual who tests positive and require individuals to be tested before being allowed to return to the pool (this includes both instructors and students).

**If you still have questions, feel free to call our office!  
516-978-7946 (Monday-Friday, 9am-5pm)**