

Thank you for choosing Water Wonders Swim School! We teach kids....one smile at a time!

Below is some very important information. Please read through it carefully, if you have any questions please contact the front office at actionkids@brentwoodcommons.com

FIRST CLASS:

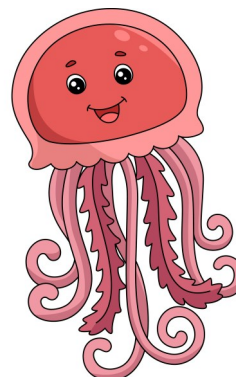
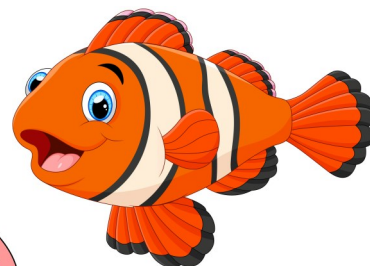
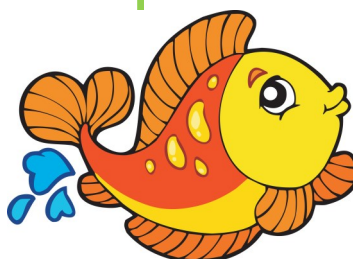
• Semi-Private and Private lessons

When you arrive:

- ⇒ Go to the check in table in the parking lot near the main entrance.
- ⇒ All semi-private and private lessons are assigned a color. Your child will receive a silicone wrist band indicating their class & instructor on their first day. They will use this same color **EVERY LESSON**
- ⇒ There are cubbies in the outside waiting area for your use. Swimmers will leave ALL their things either with their adult or in the cubbies.
- ⇒ There are restrooms inside on the second floor.

PLEASE MAKE SURE YOUR CHILD USES THE RESTROOM BEFORE CLASS

- ⇒ Please arrive ready to swim. Long hair must be tied back. Goggles may be worn but masks are not allowed (must not over their nose).
- ⇒ Please wait under the canopy for your class. Instructors will call their classes by the colored wrist bands. At the end of class, the Instructors will bring your child back to the viewing area.

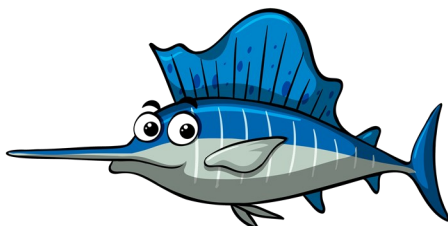


Ready To Swim!

- Bring a Towel (or 2)
- Goggles if your child like to wear them (not required)
- Do not bring a flotation device. We will provide everything necessary during their lesson.
- Tie back long hair

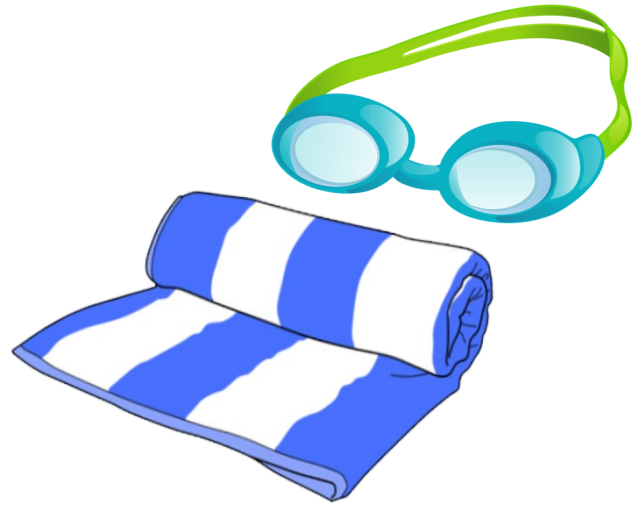
Do you still have a question we haven't answered for you?

Send a message to Sam, our Water Wonders Swim Director at actionkids@brentwoodcommons.com



GENERAL INFO:

- ◆ Our outdoor pool is heated to 85—87 degrees. Even if the weather is less than ideal, the pool water is warm and inviting.
- ◆ We recommend that you bring two towels, sometimes one just isn't enough!! Also, please don't bring your own flotation device, we will provide them.
- ◆ Your child will leave their shoes and their towel with you during their lesson or you may use the cubbies.
- ◆ Goggles may be worn but masks are not allowed (cannot cover their nose)
- ◆ Long hair must be tied back
- ◆ You may watch your child's lesson via:
 - ⇒ **Viewing area:** Right outside the pool area, we have a covered viewing area with picnic tables. We encourage you to bring a lawn chair to be more comfortable.
 - ⇒ **Spot TV:** you can sign up for Spot TV (our live stream camera viewing system) and watch on your phone or any mobile device from anywhere. You can have other family members watch if they would like!



MAKE-UPS & CANCELATIONS

Make-up classes:

If you won't be able to make it to a class, please log in to your Zen Planner account or [the Zen Planner Member App](#) and cancel your reservation as soon as possible so the next person on the waiting list can take your place.

Cancellation Policy: You can cancel up to 24 hours before your private lesson is scheduled and reschedule the lesson for another time. If you cancel within 24 hours or no-show, you can do a make-up in a group make-up class but the private lesson cannot be re-scheduled.

Weather Related Cancellations

- ◇ For safety sake, we close the pool for 30 minutes after we last see lightning or hear thunder.
- ◇ If we need to cancel your class, we will send out an SMS text to the phone numbers on file. When time allows, we will also send out an email.
- ◇ Please note that we do not cancel classes due to rain or cold unless it is extreme nor do we cancel afternoon classes based on weather during the morning. We make every possible effort to proceed with classes in less than ideal weather.





We are happy to offer the Spot TV app to all Action Kids families that will allow you to watch your favorite swimmer from the comfort of your car or home.

Steps to signing up for Spot TV:

- Download the SpotTV app from the App Store. (Both Apple and Android are supported)
- Create an account. Search for our gym; We are **Action Kids at Brentwood**
- After you create your account, you **MUST** wait to be verified.
- For the security of all swimmers, all requests for access to view the classes must be verified by Spot TV and Action Kids. You will not be able to log on to the system until verification is complete. Usually this process can take 24 to 48 hours. Please do not wait until the last minute to create your account. Upon verification you will receive an email from SpotTV. Please be patient and do not create multiple accounts. Each family member should have their own account.
- If you have problems with the SpotTV App, please contact the SpotTV crew at 1-844-307-7768, and they will be happy to help you out.
- Access to view the classes will only be available during the actual time of your child's class. Look for the **"Summer Swim Lessons"**
- Please note that you will be "locked out" of the system in the event of the following:
 - After three unsuccessful attempts to log in. Please wait to be approved/verified before you log in the first time.
 - The user attempts to take screen shot or a video. This is for the safety and security of all athletes in the facility.

The app is designed to be used continuously. When you "leave the app" to, for example, return a text or check your email, it considers you "logged out". Once you "log out" 10 times you will be locked out of the system for 24 hours. Please keep this in mind when viewing.