



2019 Fall & Spring PROCEDURES



WEATHER PROCEDURE

Class can continue if the rain is light and the lifeguards can see the bottom of the pool from their seat. Class will immediately cease anytime there is sight of lightning or the sound of thunder. Practice will be called if the outside temperature is 42 degrees or lower or if the pool temperature is 77 degrees or below. If you need to cancel practice for any reason, we will not be able to make up the classes. No refunds will be given. We will try and wait it out as long as we can before canceling. We will send out a text message 30 mins (if possible) before class starts if we are cancelling practice.

Text **81010** to sign up for weather texting updates. In message box put:

@cyclonescw for Cyclones all groups

@jrcw for Junior Swim all groups

REFUND PROCEDURE

Full refunds will be given to participants who have registered for a program that has been canceled by The Woodlands Township. Refunds may take up to three to four weeks to process. You may request a refund three days prior to the first day of class and receive a full refund minus a \$5 processing fee. If you attend the first day of class and for any reason are not satisfied, you will receive a full refund minus a \$5 processing fee. After the second day of class, no refunds will be available. Refund requests **MUST** be by email to darnold@thewoodlandstowship-tx.gov. You can get a credit to your account to use for a different program. All refunds will be approved by the Aquatics Program Coordinator after the request has been made.

SPECTATOR PROCEDURE

Parents may observe lessons from a chair on the pool deck a minimum of 10 feet away from the pool. This is to reduce distractions to child and instructor during valuable lesson time. Please never approach your child when they are in a lesson and never approach the instructor during a lesson. This can be a great distraction for your child and the instructor. We want the kids focused on the instructor, not the parents. Please also refrain from “coaching” on the sidelines. Again, we want the kids focused on the instructor. Also, you may be coaching your child to do something different than we are teaching. This sends mixed messages and it is confusing to kids. Please be supportive of your child’s efforts in lessons. Learning to swim can be very challenging. Your child’s progress and enjoyment can be enhanced when both you and your child are enthusiastic about swimming.

REGISTRATION INFORMATION

Online: www.thewoodlandstownship-tx.gov
Phone: 281-210-3950
In Person: The Woodlands Township Recreation Center
5310 Research Forest Drive, The Woodlands

