MAKE A SPLASH: Swim Lesson Policies

Parking on Campus
- All Non-Member participants are required to park in the Kenton Garage. Please visit the Parking Services (link) website for directions and location.
- Upon entrance to the garage, take a ticket. Bring the ticket in with you to the Campus Recreation Center, 1st Floor Albright Health Center.
- Your garage ticket will be validated at the Front Desk during the CRC facility entrance sign in.
- Parking in the other available parking lots without an NKU permit is not recommended. CRC members are eligible to purchase a parking pass in the front office RM 104.

Before Each Lesson
- Arrive early. Allow at least 10 minutes prior to the start of class to help you find parking, get into the facility and assist your child into swimming attire.
- Parents, guardians or any guests are required to sign in at the Front Desk (Main Lobby) with the Student Employee prior to every class to gain entry into the facility. You will also receive a validation stamp for parking at this time.
- Please bring a swimsuit and a dry towel for your child, goggles and caps are optional.
- Please make sure that your child uses the restroom before the start of class or entering the pool.
- Regular diapers are not permitted in the CRC pool, children not potty trained must wear swim diapers under their swim suits. NOTE: Diaper changing is not allowed in the pool area.
- Clothes, street shoes and other personal items can be stored in the locker rooms or brought with you in the pool area. Please bring your own lock if applicable, and leave your valuables at home.
- Food or drinks are NOT allowed in the pool area.

Parent/Guardian Reminders
- The most important role of a parent or guardian during swimming lessons is to be positive and patient with your swimmer's success. There is no set pace for your child's swimming improvement.
- To maintain quality class management, parents, guardians and guests are asked to sit and observe lessons from the designated seating area: Blue/Purple Steps in Pool Area.
- If your child has a fever, open soars (with discharge) or diarrhea, please do not bring them to class. These illnesses are harmful to the other class participants and can spread swimming related illnesses. We will not be able to make up individual classes missed, however if a condition effect more than one day, please refer to our cancellation/missed classes policies.
- If you have questions about your child's progress, please approach the instructor before or after the class has finished. They will be happy to answer any of your questions, or will direct you to someone on staff who can assist you. Please direct any non-lesson-related questions to the lifeguard(s) on duty or the any staff working in the front desk.
Cancellations/Missed Classes
- In order to maintain a positive relationship between the instructor and the class participants, missed classes cannot be made up. We cannot credit or prorate missed classes.
- In order to ensure a positive group experience, we are committed to running as many classes as possible. However, we reserve the right to cancel any class. Every effort will be made to accommodate your child in another class prior to the start of the session.
- You may withdraw from a class prior to the start of the session. We will credit you for a future session or provide a full refund.
- If you must withdraw from a class after the start of a session, a credit or refund will only be given with written confirmation of a medical condition that prohibits participation in the class.
- To obtain a credit or refund, you are required to fill out the Aquatics Credit/Refund form located at the front office, RM 104. Please note special circumstances or requests on the form.

Registration Policies
- You cannot register until registration has opened for a session. Please refer to group lessons or private lessons to view registration dates.
- Registration may be done in person or through the mail.
- Payment is due at time of registration.
- Register for group classes early; space is limited and is first-come, first-serve.
- Registration is open for group lessons until the session is full or through the last Friday before a session begins. No additions will be made once registration is closed.
- Classes that do not have a minimum of three students registered prior to the Friday before classes start will be canceled. Participants will be notified prior to the class.
- If registering through the mail:
  - Allow for 5-7 business days for delivery and enrollment confirmation.
  - Do not send cash. Make checks payable to: NKU Campus Recreation
  - Send appropriate registration form and payment to:
    NKU Campus Recreation
    AHC 122 Nunn Drive
    Highland Heights, KY 41076
    ATTN: Hayley North

Please give us feedback!

Let us know how we are doing. What do you like about our program? How can we improve?
Please call, email, fill out the evaluation survey or talk to the supervisor on deck.

We value your support and feedback. Thank you.

Hayley North
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