



WEA Swimming Lesson Agreement v2.7 August 11th, 2023

Please read this document carefully as it is legally binding.

Thank you for your interest in our swimming lesson programs. Below is all the important information and frequently asked questions you need to know about our program. Please take the time to review it. Please note that while we do offer lessons for adults as well, most of our lessons are for children. If you are interested in lessons for yourself, please understand the language in this email is geared towards children but the information is the same for adult clients.

General Lesson Information

- Practice – How good your child gets depends on how much time you invest. We recommend you get your child out practicing at least once per week. However, ideally, you do not have your child in the water practicing skills more than 5 days per week including their lesson day.
- Wetsuits – We require all children that are not in heated swimming pools to own a “shorty” wetsuit. Lakes are colder than swimming pools by a few degrees and children in lower-level lessons don’t get their heart rates high enough to stay warm. The wetsuit will keep your child warmer and happier in the lessons regardless of their age, body type or weather. Where do you get wetsuits? Grove Outdoors (used consignment store downtown Victoria), Sport Check (ask as they are in the back), Canadian Tire, Costco, swim stores, Amazon (Amazon is not recommended as a short notice solution as you can’t try them on).
- Bad Weather Days – As we require wetsuits, we still run our lessons rain or shine unless it poses a safety risk.
- Canceling & Rescheduling – Our policies can be found here: <https://westernadventures.ca/agreements.htm> under terms and conditions. You may request a reschedule and WEA may approve upon consideration. All approved rescheduled lessons are subject to an admin fee.
- About Our Instructors – We take great pride in the quality of our instructors. We hire very experienced and certified swim instructors and provide them with practical mentoring to improve their skills. Our instructors are fully insured, covered under WCB



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and supported under the lifesaving society. Should you have any issues with your instructor, please talk to them. If it persists, please do not hesitate to contact WEA.

- Adult Participation – Adults are not permitted to be in the water during their children's lessons. Exceptions may be made if approved by WEA in writing prior to the start of the lesson. Adults will have to complete liability forms.
- Risk Assessment Form – Risk assessment forms must be completed by the Participant or Parent/Guardian of the Participant for all lessons held at private locations. This is for our staff's safety. If an instructor arrives at the private location and feels unsafe or finds the Risk Assessment form the Participant or Parent/Guardian completed to be inaccurate, the lesson or lesson set may be cancelled. Refunds for cancelled lessons are at WEA's discretion.

Private Lesson Specific Information

Most of our lessons are private lessons. Private lessons are a far better value than group lessons in almost any situation. If you consider a 30 min lesson with 6 children, each child is only getting 5 min of one-on-one time with the instructor. Group lessons typically cost around \$15 per lesson so if you do the math, you are essentially paying \$75 or more per group lesson for actual one-to-one time spent. Also, children often incomplete group lessons repeatedly, privates typically avoid this.

- Lesson Times
 - For private locations, available anytime between 0600 and 2100. If booking more than one private lesson, it must be booked for consistent days and times or you may not get the same instructor for the entire set.
 - Lake Times – To avoid busy beaches, in public lakes, we do not offer lessons at peak times. Typically, we offer lessons from 0900-1400 or 1500 & 1700 to 1930 on weekdays and 0900-1100 & 1700 to 1930 on weekends.
- Locations – We offer lessons at private lakes, pools, and docks as well as at public lakes. Our lakes include Thetis, Shawnigan Lake, Matheson, Langford, Durance, Kemp and The Sooke Potholes.
- The Lesson Season – For private locations with heated pools we can offer lessons year-round. Otherwise, our outdoor lessons run June 15 to Sept 15. This may vary due to factors such as lake temps, algae blooms, etc.
- Group Sizes & Semi Privates – Our max group ratio is 3 kids per instructor for privates and 5-9 kids per group lesson depending on the age and level. You are more than



welcome to involve other children in your group from other families and split the cost. However, WEA will only split the cost between families for the entire lesson set booked (no 2 lessons for 1 family, 3 for the other 2, etc.). WEA will not discount/refund missed lessons for semi-privates where the other children still attend. For example, if there are 3 families sharing 3 private lessons and 1 family misses a lesson, the family missing a lesson will still have to pay for it. The alternative is to split the cost between the 2 other families and the third family pay the other families directly for their child.

- Age – Children must be 3 or older for unparented classes. We will run parent and child classes for children under 3.
- Cost Breakdown – Lessons are priced for 1 child and depend on how many lessons you book at once. Additional participants may be added for an additional fee per lesson. No more than 3 children per instructor/lesson. For more than 3 children at the same time, an additional instructor must be booked.
- Kids with Different Abilities – Any kids with different abilities will need to be in different groups. For example, the normal way to approach this situation with 2 children is to do 1 child for the first half hour and the other child the second half hour.
- Lesson Length – We typically require families to book minimum 1hr lessons as half hours are not worth the instructor's time. Half hour lessons are only available if we have another lesson booked immediately before your requested half hour lesson at the same location.
- Number of Lessons – We recommend doing at least 4 lessons to make the lessons worth it. For a better value, we recommend booking 2 lessons per week rather than 1. Kids learn faster, get in better shape, and remember more with an increased frequency. For example, if you booked 4 lessons total, it would be better to do 2 lessons per week for 2 weeks over 1 lesson per week for 4 weeks.
- Private Lesson Focus & Levels – We focus the lesson on whatever you want. Do you want us to get your child ready to become a lifeguard, progress to the next level in group lessons or just be more comfortable and safe swimming in a lake? As these lessons are private and focused on what you want, we do not worry about swimming levels unless you request it. Swimming levels are only there to make sure certain information is covered and groups are split into like abilities. As we do not run group lessons, they are typically not as important.
- Report cards – You and your instructor should be communicating every lesson. They should be giving you things to get your child to practice during the week, update you on



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progress, etc. Given this, we do not typically do report cards. However, if you need a note or an email, etc. from your instructor, they will be happy to provide it.

- Your Private Instructor – For private lessons, you will almost certainly be given your very own instructor for your entire lesson set. Prior to your first scheduled lesson, you will be given your instructor's contact information. Should you have questions about your lessons, are running late, cancelling last minute, etc., you can let your instructor know directly. As such, they have your details for similar reasons. Having your own instructor as your contact person just gives you a higher level of personalized customer service! Please note, if you decide to book lessons through your instructor on the side and not through WEA, the lessons will not be sanctioned. This means your instructor will not be covered by WCB or our liability insurance and not authorized to teach red cross swimming lessons.
- Registration Requirements – All Participants in WEA's swim lessons must be fully registered with WEA. If an unregistered Participant participates in a registered Participant/families' lesson, the registered family/Participant who arranged the lesson and the unregistered family/Participant will each be charged a \$100 fee per incident. WEA also reserves the right to cancel any or all of the registered family/Participant's booking with no refund. This policy applies even if a WEA instructor allows the Participant to participate in the lesson.

Group Lesson Specific Information

Group lessons are a great low-cost alternative to private lessons!

- Lesson Times – Are provided on the group lesson schedule document.
- Locations – We currently only offer group lessons in Sooke and at Thetis Lake and Shawnigan Lake.
- Lake Times – To avoid busy beaches, in public lakes, we do not offer lessons at peak times. Typically, we offer lessons from 0900-1400 or 1500 & 1700 to 1930 on weekdays and 0900-1100 & 1700 to 1930 on weekends.
- The Lesson Season – Our outdoor group lessons run July to Sept. This may vary due to factors such as lake temps, algae blooms, etc.
- Group Sizes – Our group sizes range as per Lifesaving Society program standards.



- Age – Children must be 3 or older for unparented group classes. At this time, we are only offering privately arranged parent and tot classes.
- Cost Breakdown – Lessons are priced per lesson set.
- Abilities – Each lesson level is for a different age and ability. Be sure to have your child in the correct level. The ability chart can be found in the group lessons schedule and pricing document.
- Lesson Length – We run 30-, 45- and 60-min lessons depending on age and level.
- Number of Lessons – 7-10 lessons per package, depending on the dates and package.
- Report cards – We provide a short report card with the next recommended level included
- Your Instructor – For group lessons, your instructor will most likely be the same for the entire set. Prior to your first scheduled lesson, you will be given your instructor's contact information. Should you have questions about your lessons, are running late, cancelling last minute, etc., you can let your instructor know directly. As such, they have your details for similar reasons. Having your own instructor as your contact person just gives you a higher level of personalized customer service! Please note, if you decide to book lessons through your instructor on the side and not through WEA, the lessons will not be sanctioned. This means your instructor will not be covered by WCB or our liability insurance and not authorized to teach red cross swimming lessons.
- Registration Requirements – All Participants in WEA's swim lessons must be fully registered with WEA. If an unregistered Participant participates in a WEA lesson, the unregistered family/Participant will each be charged a \$100 fee per incident. This policy applies even if a WEA instructor allows the Participant to participate in the lesson.

Booking Process

1. Complete the booking request form on the swimming lesson webpage. This form is important because it puts you in our que for lesson bookings. We prioritize our bookings based on when we receive this form. We will call people to book based on the date and time this form is completed.

To book group lessons, you must also complete this form:

<https://forms.gle/KmxHDPzv7nVtXQYw8>



2. Log onto www.westernadventures.ca/registration.htm and register each child attending the lessons in the swim lesson place holder account. This will allow us to collect all necessary info to get your child booked in. Please note, legal guardians must be the one's completing this paperwork. Also, the placeholder account charges you a \$25 deposit that will be applied as a credit to your first booking. This is to cover WEA's admin costs of booking your lessons. It also allows us to get your credit card in the system to make payment in a future step. The idea is to save you time! Deposit refunds will only be issued if you have not already started the process of picking lesson dates and times with our admin staff.
3. We will call you to book your lessons after the swim lesson registration opens (typically in mid-to-late May). Please note that our swim lessons are in high demand. As such, it may take a few days for us to call you after you have completed all the above steps.
4. We will set your lesson up in our registration software and charge your card. Please note, this will charge your credit card a 2.4% fee. If you wish to pay via e-transfer, you can do this instead. E-transfer goes to payment@westernadventures.ca and must be sent within 2 hours of booking or we will be charging your credit card.
5. You will receive a receipt and confirmation email.
6. 2-3 days prior to your lesson start time (or earlier), you will receive an email with your instructor's contact details confirming your dates, times, locations, etc. We may ask to slightly re-adjust your booking at this time as our instructor team will not be fully assembled until mid May.

Thanks for taking the time to read this information, let us know if you have any questions please call us!

By signing below, you:

- Agree to having read, agreed with and fully understood this entire document.
- Agree to having registered your child in the correct level and understand your child may be moved to a different level if necessary. Furthermore, you understand there may be an administration fee if another level is not an option.
- Authorize WEA to charge you the full amount owing for all your lessons (step 5 above).
- Agree to not hire any of WEA's staff privately or otherwise independently of WEA. Failure to comply will result in immediate cancellation of any currently booked registration with no refund.



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- Understand and agree that any changes you, the Parent or Participant make past step 5, will carry a \$75 admin fee if approved by WEA. Changes not approved by WEA will not be eligible for any refunds.
- Understand that the 24 hour cancellation period referenced in WEA's "general terms and conditions" document do not apply to swimming lessons. There is no fee-free 24hr cancellation window for swimming lessons. All cancellations carry fees or may not be possible as laid out in WEA's "General Terms and Conditions" document.