

Murrayhill Recreation Association: Aquatics Programming Information

How do I register for swim programs or swim team?

1. Log into your RecDesk account at mra.recdesk.com/Community/Home
2. Select "Programs", where you may search for swim team or swim lessons: group or semi/private.
3. Review the dates and times of the programs you are interested in, and select "Register".
4. Under "Member" select the participant you intend to register.
5. Select the "Fee Type" - Homeowner or Sponsored
6. Review your Shopping Cart - here you may register other participants.
7. Proceed with payment - you must pay in full here.

**Please note that registration opening dates are dependent on MRA Residency status. Program registration for MRA Residents opens on May 24th at 12:00p, and registration for sponsored participants begins on May 31 at 12:00p.*

I am a Murrayhill homeowner and have a friend or family member interested in registering for swim lessons or swim team. Can they sign up?

- Yes! Friends and family members of Murrayhill homeowners and MRA staff are welcome to register for aquatic programs via sponsorship.

How do friends and family members of MRA homeowners register for aquatic programs?

1. Sponsored families will be required to create their own RecDesk account. Any sponsored participants added to an MRA household's account will be removed.
2. Once an account is created and has been approved they will be able to view all aquatics programs.
3. Friends and family members will select Sponsored as the "Fee Type."
4. Please respond to the questions regarding sponsorship.

What days and times are swim programs and swim team?

- All Aquatics programs run on Monday-Thursday.
- Swim Team is from 9:00a - 10:00a.
- Morning lessons are from 10:15a - 11:55a which includes three 30 minute time slot options.*
- Evening lessons are from 5:00p - 6:45p which includes three 30 minute time slot options.*
- Instructional Adult Lap Swim will run Tuesdays/Thursdays only from 7:00-8:00p.*

**Please note- these are tentative times and may change based on program demand and/or instructor availability. Any updates will be made available on our RecDesk site.*

What is the minimum age for aquatic programs?

- Group and semi/private swim lessons: 3 years
- Baby & Me: 6 months - 3 years
- Instructional Adult Lap Swim: 16 years

What is the ratio of swim lesson participants to swim instructors?

- Group: 5 participants to 1 swim instructor
- Semi-Private: Your choice of up to 3 participants to 1 swim instructor
- Private: 1 participant to 1 swim instructor

What level of swimming lessons do I register for?

- Please refer to the level descriptions listed under each group swim lesson in RecDesk, as well as on our website.
- If you are still unsure of the participant's swim level, please consider scheduling a swim level evaluation. You may contact: aquatics@murrayhillrec.com.

**Please note- if a participant is registered for the wrong swim lesson level, we cannot guarantee that there is a free space in a class of the appropriate level at the same time. Participants may be required to transfer out of the class if the discrepancy in levels is posing a safety hazard to the participants or instructor. If the participant is able to transfer to an appropriate lesson, there will be a transfer fee of 25% of the lesson cost.*

Semi/private swim lessons are waitlist only. How will I know if/when a spot becomes available?

- Instructors for group swim lessons will be prioritized first. After instructors for group lessons are determined, semi/private participants will be contacted if there is remaining instructor availability.
- Participants may be on a waitlist for multiple time slots to increase the opportunities to become registered.
- Participants will be contacted no later than the Friday before the start of the week waitlisted for.

Please note- Registration for select group lesson options that run later in the summer will also be published initially as waitlist only while we confirm instructor availability. We will honor the order of registration when enrolling participants off of the waitlists.

Is there a deadline for registration?

- Registration for all programs will close at 12:00p the Wednesday before the new lesson session/week begins. We do not accept late registrations.

What is the refund policy?

- Swim lessons will be prorated if the class is canceled by the MRA staff for, but not limited to, the following reasons:
 - In the event there is a holiday - this will be adjusted at the time of registration.
 - Weather and/or air quality conditions become unsafe for participants and staff, or other conditions that may prevent swim lessons from taking place - MRA staff will contact the participants to inform them a class has been canceled.

What is the cancellation policy?

- If a participant would like to cancel their registration, requests must be received by aquatics@murrayhillrec.com by 6:00pm on the Wednesday before the lesson is scheduled to begin to receive a refund.

** Any cancellations received after 6:00p on the Wednesday prior to the lesson will not receive a refund, except for in extenuating circumstances which will be determined at the discretion of the MRA Aquatics Lead Staff.*

What if the participant misses a class - can they make up the class?

- No - make up classes will not take place in the event a class is missed or canceled. Unless the MRA is notified of a participant's absence prior to the class, a \$5 no-show fee will be charged to the household for every class missed.

I would like to provide feedback on the class and/or instructor.

- After the class ends, a follow up email will be sent that will include a class/instructor evaluation.