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CHANGES ARE COMING

MINOT FAMILY YMCA PRIVATE SWIM LESSON PROGRAM

Effective May 22, 2023

We are excited to announce our new and improved Private Swim Lesson Program! This change will allow more individuals access to private lessons sooner and alleviate long wait list times. Please take note of the following changes for our Private Swim Lesson Program below and take a look at our FAQ page for any questions you may have!

Individual Lessons: September-July

Five 30min swim lessons with a certified swim instructor for 1 individual.

Fees: Household Members \$120
Non-Members \$200

2023 Registration Dates:

JUNE

Registration: May 24-30, 2023

Session: June 1-30, 2023

JULY

Registration: June 23-29, 2023

Session: July 1-31, 2023

AUGUST

No Session due to Annual Pool Closure

SEPTEMBER-DECEMBER

TBA

FAQ's

PRIVATE SWIM LESSON PROGRAM

How does the new Private Swim Lesson program work?

As always, Private Swim Lessons will consist of five 30-minute private lessons with a certified Swim Instructor. The difference is that there will be designated registration dates for each session. Sessions will be offered on a monthly basis. The five lessons will only be able to be redeemed during the month-long session and will expire at the end of each session. Any unredeemed lessons after the session will not be refundable.

When does the new Private Swim Lesson program take effect?

After May 31, 2023, any remaining lessons from the prior program will expire. After this date, all remaining lessons are considered forfeited and will no longer be redeemable or refundable.

I am currently taking Private Swim Lessons with an instructor; how long do I have to redeem the rest of my lessons?

All of our instructors were directed to inform their current clients of the change prior to this release. Instructors also cannot redeem remaining lessons any later than May 31, 2023.

What if I can't redeem my remaining Private Swim Lessons before May 31, 2023?

You are able to request a refund for the remaining lessons in the form of a Y-Bucks Credit no later than May 31, 2023. Y-Bucks credits can be used for Minot Family YMCA program, service, or membership fees. After May 31, 2023, no credits will be issued, and the remaining balance will be considered a donation to the program.

I am currently on the wait list for Individual or Small-Group Lessons, will I be automatically registered for the first session of the new program?

Unfortunately, due to the number of wait list participants, we will not automatically register anyone for the first session. All current and waitlist participants will get an equal opportunity to register for Private Swim Lessons when registration opens in-house and online. At this time, we will only be offering Individual Lessons and plan to reintroduce Buddy and Small-Group Lessons at a later date if possible.

What Private Swim Lesson options will be available with the new program?

To ensure the new program is working effectively, we will only be offering Individual Lessons at this time. We plan to reintroduce Buddy Lessons and Small Group Lessons as the program develops.

What does the registration process for the new Private Swim Lesson program look like?

You will be able to register in-house or online during a designated registration week for a month-long session. The registration will always be held within the month prior to the session. Once you are registered in the program, our Aquatics team will reach out to you to schedule your first lesson.

When does registration begin for the new program?

Registration for the new program will begin May 24-30, 2023. The first session will be held June 1-30, 2023. Each month, there will be a new Private Swim Lesson session available to register for, excluding August due to our Annual Pool Maintenance closure.

How many Private Swim Lesson spots will be open each month?

Open spots will be determined on a month-to-month basis as it is dependent on the instructor availability for each session. Our goal is to allow no less than 10 open spots each month.

Will I be able to request an instructor?

During the registration process you would be able to include an instructor preference. We will do our best to schedule you with that instructor if they are available, however it is not guaranteed. If you do not input a preference and have taken lessons in the past, we will typically schedule you with the instructor you had previously if they are available. Again, instructor preferences are not a guarantee that you will receive that instructor. If there is an instructor you do not want to work with, include that in your instructor preference answer as well.

I'm registered for my first Private Swim Lesson session, now what?

Once you are registered in the program, our Aquatics team will reach out to you to schedule your first lesson. You will be able to see all your scheduled classes from your online Y account.

What if I don't get into a session before it fills up? Can I be put on a wait list for that session?

At this time, we are not offering a waitlist option, however it may be something we add at a later date. Don't worry, though! You will get a chance to get registered next month! Just remember, Private Lessons may fill up fast so registering right when the registration opens may be your only chance to get signed up!

Can I schedule all 5 of my Private Lessons at once?

Absolutely! You can schedule your lessons with someone from our Aquatics Team all at once or after each class.

I need to reschedule a Private Lesson; how do I do that?

Reach out to the YMCA or your instructor directly to reschedule your Private Lesson.

What if I am unable to redeem all 5 of my lessons within the month-long session?

All unredeemed lessons will expire at the end of the session and are not refundable. Our Aquatics team will work with you to schedule your lessons within the designated session. We will do our best to assign an instructor that has similar availability. If you are unable to schedule all your lessons with one instructor, you may need to work with more than one instructor to ensure you are able to redeem all your lessons.

How do I access my online YMCA account?

Go to www.ymcaminot.org and click the "Y Account Login" button. From here, you are able to look up your phone or email to find your account. It may ask you for a password but if you don't remember it, just choose "Forgot your password?" and follow the instructions. If you are signed up for lessons, you already have an account in our system, please do NOT make a new one as it will not be linked to your account. Once you are logged into your account. Under "Appointments" you will be able to see your scheduled lessons and also if any have been redeemed. You are also able to add these appointments to your calendar. You are unable to reschedule a lesson from your online account.

Have additional questions? Call the YMCA at 701-852-0141.