
325 -- Swim and Instruction Classes

1.0 PURPOSE

To ensure an organized and simple process for class registration the following policy has been approved by the Des Moines Pool Metropolitan Park District (District) Board of Commissioners (Board). Questions about this policy can be addressed to the Aquatic Manager.

2.0 REGISTRATION POLICY

- Registration will be on a first-come, first-serve basis.
- No registration will be accepted prior to the scheduled registration period.
- Registration must be completed at Mt. Rainier Pool, on-line at www.desmoinespool.org or over the phone at
- Persons may register themselves/ their child and a maximum of one (1) other person in those classes with limited registration.
- Class cards and on-going registration are nontransferable.
- Registration before a class begins is very important to assure participation in the activity of choice. If sufficient registration has not been received by noon the last week day before a class is scheduled to begin, the class is either canceled or participants are asked to sign up for another class at a different time of day. In the event a class is canceled due to lack of participants, and other arrangements cannot be made, a check voucher from the county or credit refund will be given.
- Open registration can be completed at Mt. Rainier Pool beginning after swim lessons on the specified registration date and continuing up to the beginning of the first day of class for those who are not currently enrolled in the time frame of the current session.
- Pre-registration is for those students who are currently registered in a swimming class during the current day and time frame and want to register for a class in the next scheduled session.

3.0 REFUND POLICY

Full refunds will be granted up to noon of the work week day prior to the start of class. Refunds will be prorated from the date the participant comes into the facility to request a refund and only for medical reasons necessitating withdrawal from the class or on the basis that one is moving from the community. Refunds will be made by check, which may take up to thirty days, or credit voucher. Credit vouchers are valid for one year and must be used during that time or forfeited.

4.0 ONGOING CLASSES

- For current class participants, pre-registration for the next month's class starts on the 15th day of the current month. To ensure placement in a class, patrons must pay the fee, in full, prior to the first day of the next month.
- Prospective ongoing class participants may register on the first day of the month as space allows. If a prospective on-going class member wishes to pre-register for the next month's class, and there are openings in the current month's class, that prospective patron may opt to pay a drop-in fee for the remainder of classes in the current month to gain on-going status for eligibility to pre-register for the next month's class.
- Patrons may pay a drop-in fee for fitness classes. Drop-in fees are deducted from the class registration fee if participant signs up immediately after taking class.
- Entrance to class will not be granted if payment is not current.

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5.0 CLASS OBSERVATION AND VIEWING

- Parents and students may use the north end bleachers behind the fence to view classes and instruction.
- Parents with small children may enter the pool deck area before and after a class to help with their children.
- Photos may not be taken during lessons, as it is a disruption to the class and privacy issues and is against DMPMPD policy.
- Photo's may be taken at meets and private functions.
- Children who arrive prior to 5 minutes before the class must wait on the spectator area. Students can wait on the pool deck if their class will begin within 5 minutes.
- Students and other individuals attending class must exit pool area immediately following lessons. Guardians of young children may pick children on the pool deck immediately after the swim lessons.

6.0 DISABLED ASSISTANCE POLICY

In order to allow for setup of the pool lift by pool staff, it is necessary for patrons who need assistance getting into and out of the pool to call 24 hours in advance of the time they wish to come. It is highly recommended that patrons requiring assistance in the locker room and the pool bring a trained companion to assist them. The trained companion will not be charged admission, but must remain with the disabled individual at all times. Only Mt. Rainer Pool staff may set up and operate the pool lift. Mt. Rainier Pool staff will not however be available to assist disabled patrons while in the pool or in the locker room.