



Frequently Asked Questions (FAQ)

1. What level should I register my child in?

Pick an age-appropriate class that fits your schedule. We'll evaluate and place your swimmer in the right level on their first day!

2. Are lessons just for competitive swimmers?

No. Our programs are for everyone — from beginners learning to swim to those preparing for swim teams.

3. Do I need an account to see prices or register?

No. Click on the registration calendar, and you can view all programs and pricing.

4. What does the gear package include?

Includes swim shirt in youth size and a pair of goggles.

5. Do I pay for a new gear package each time?

No. You can purchase these items as needed or individually.

6. I don't have a Swim Cap?

For all school year long programs we provide you with one Wahoo Swim Cap on your first day of your lesson. Replacements can be purchased at the front desk.

7. Do I have to wear a swim cap?

Swim caps are recommended but not required. Swim caps keep hair out of your swimmers' face, and other swimmers faces. It is more sanitary and healthier to wear a swim cap. We encourage all participants in all groups to wear a cap and goggles to get the most out of each program.

8. Can I use a payment plan?

Yes. Many programs offer payment plans during checkout.

9. Can I update my credit card?

Yes. Update your payment info in your profile anytime.

10. Can I cancel my registration?

Yes. You may cancel with 30 days' notice. All programs are charged a one-month exit fee and a 10% admin fee. Some programs are non-refundable regardless of cancellation time. Please call us directly if it is less than 30 days.

11. I lost my goggles or outgrew my suit — what now?

Visit our shop for replacement gear and swimsuits.

12. Do I have to wear a Wahoo swimsuit?

Some programs require it. Even if not required, we recommend it for durability and performance.

13. Can I sign up for multiple lesson days?

Absolutely! Many swimmers join 2–3 days a week for faster progress.

14. How do I qualify for Fast Track lessons?

You must be Level 6 or higher. Ask an instructor or check your profile if unsure.

15. Who can join youth swim clinics?

Anyone meeting age guidelines who can swim 50m freestyle and backstroke unassisted.

16. Can I watch my child's lessons?

Yes! We have a designated spectator area (no pool deck access).

17. Do I need to stay during my child's lesson?

It's up to you. We offer drop-off and pick-up options, but no babysitting services.

18. How deep are the pools?

All pools are shallow (48" deep) — perfect for safe swim learning.

19. What should we bring?

A good swimsuit, goggles (plus a spare), and a Wahoo swim cap. Rash guards are optional.

20. What if we miss a class?

School year registration includes **extra(bonus) sessions built into the schedule**, allowing some flexibility for occasional absences. No need for scheduling any make-up sessions.