

**HOLLAND BLOORVIEW AQUATIC CENTRE**  
**SWIM SCHOOL**  
**Fall 2010 Registration Process and Information**

We use a registration process that eliminates the dreaded 'line-up'. While it is impossible to please everyone, we feel that our lottery system works well, is not discriminatory and is certainly a more effective use of everyone's time. We are doing our best to serve everyone in as fair a manner as possible. This process is for *all* individuals who wish to register for our Fall swimming lessons.

**The Process:**

You may enter our **registration lottery** anytime **before 9:00 a.m. on Wednesday, September 8<sup>th</sup>**. This may be done by dropping our Swim School Lottery Form off at reception or the pool office, or by visiting our website and clicking on the "Enter our Summer Lottery" link ([www.hollandbloorview.ca/swim](http://www.hollandbloorview.ca/swim)). You may not fax the form at this time. We will take phone requests for our lottery for swimmers who have a disability (only) who ***do not*** have Internet access. **You must include authorization for us to post your surname and lottery number on our website, or we will not be able to do so. Without this authorization, you will have to retrieve your lottery number from the pool office when they are posted (by the end of the day on September 8<sup>th</sup>).**

All family names will be entered into our computer and it will randomly assign numbers to the first 600 families. You may register any number of immediate family members with this number. When the lottery numbers have been assigned, the number assigned to one family may not be 'donated' to another family. In fairness to all, we register only one family per number. Attempts to have more than one number assigned will result in the forfeit of all numbers assigned.

***Assigned lottery numbers will be posted on-line (only if you authorize us to do so) and outside the pool office, by the end of the day on September 8<sup>th</sup>.*** Please be sure you make note of your lottery number and the date and time you are to register. It is *your* responsibility to retrieve your lottery number from either location.

If your number is *not* among the first 600, we will automatically put your name on our waiting list (in numerical order) with the day & time preferences you indicated on your Swim School Lottery Form. If you authorize us to post your lottery number on our website, our on-line Lottery list will indicate that you are on our waiting list. If you do not authorize this, you will note that your name is on our waiting list when you come to the facility to check your lottery number. After our in-person registration has taken place, you will be contacted and we will register you by phone if any spaces remain available that match what you were looking for.

\*Please Note: the opportunity to register *does not* guarantee you a spot. You will be able to register for any spaces we have available when your number is called, which may or may not suit your level/time needs. Our program reputation and popularity have made it impossible for us to serve all the individuals who wish to attend our programs at the same time. If you are unable to register for our Fall session, it is our sincere hope that you will try again at another time.

**Our lottery is divided into the following two groups:**

Enter the **RED** lottery if you are registering a swimmer who has a disability for any of our program days or times. Siblings may also be registered with this number – you do not have to enter a separate lottery for siblings.

Enter the **YELLOW** lottery if you are registering a swimmer who does *not* have a disability for any of our program days or times

**Registration Dates:** (the *exact time* you register is based on the number you are assigned. The *time* you will register will be indicated on our posted lottery list):

**Monday, September 13<sup>th</sup>** (5:00 - 9:00 p.m.) - to register swimmers *who have a disability* and their siblings (RED LOTTERY)

**Wednesday, September 15<sup>th</sup>** (5:00 – 9:00 p.m.) - to register swimmers who *do not* have a disability (YELLOW LOTTERY, numbers 1 - 280)

**Thursday, September 16<sup>th</sup>** (5:00 – 9:00 p.m.) - to register swimmers who *do not* have a disability (YELLOW LOTTERY, numbers 281 - 600)

## **If You Are Unable To Attend Registration:**

You have two options if you are unable to attend registration. You may have a friend or neighbour register your family members on your behalf using *your* number (remember, we can register only one family per number) or you may call *after* your registration date and register for any spaces that remain available over the phone. We are not able to register for you under any circumstances.

## **Class Size & Length:**

There are up to 7 children in our “With Parent” classes (in these classes each child must be accompanied 1:1 by an adult). Prior to being able to float independently, there are a maximum of 3 students per class in our “Without Parent” classes. Once swimmers can float independently, we register up to 4 students per class. All classes are 30 minutes long.

## **Cost:**

With Parent: \$13.00 per class. Without Parent: \$16.00 per class. See class schedule for total costs of each session. Our programs are HST exempt. A family discount applies when 3 or more children from the same family are registered in Without Parent levels in the same session.

## **Bathing Cap Policy:**

There is a BATHING CAP POLICY in effect at our pool. All swimmers with hair longer than shoulder length must wear a bathing cap in the pool (ponytails and buns do not eliminate the need for a bathing cap). We ask that all Swim School students bring their own bathing cap. Caps may be purchased through the pool office (\$10.00 tax incl.) if you wish to buy one here.

## **Family Change Room Policy:**

Our Family Change Room is for use by parents changing children who are over the age of 7 *and* of the opposite sex, or who require the use of our lifts and larger changing surfaces. If you are with a younger child, or a child of the same sex and do not need to use the lifts, we ask that you use the Boy’s or Girl’s change rooms.

## **Additional Swim School Policies**

1. Payment must be received at the time of registration in order to reserve your spot.
2. Classes which are less than 2/3 full after registration will be cancelled. In this case, you will be notified as soon as possible.
3. **Refund Policy:**  
The program registration fee will be refunded (less a \$20.00 processing fee *per swimmer*) when the Aquatics Manager is notified in writing (a) not less than one week prior to the first lesson. If withdrawal is due to medical reasons (must be accompanied by a medical certificate), a credit note will be issued.
4. **Class Change Policy:**  
After registration, there is a \$10.00 fee per swimmer to change the day/time you have registered for. For class changes made *within one week of* the first lesson of the session an *additional* \$10 processing fee per swimmer will also apply.
5. **Missed Classes:**  
Missed classes cannot be made up.
6. **Pool Closures:**  
In the event that the pool is closed due to a pool fouling or any other unforeseen circumstance, the Aquatics Manager will offer a make-up class. If this is not possible (due to time constraints) a credit note will be issued.
7. **Supervision:**  
Children 10 years and under must be directly accompanied at all times while in our building or on the grounds.
8. **Parking:**  
There is metered parking in front of Bloorview. On-site parking is \$1.50 per half hour, or you can park at the “Pay & Display” spots just beyond our parking lot at their posted rates.
9. **No diapers in the pool please.** A 'pool pant' (Gabby's, Kooshies, Little Swimmers, etc.) under a bathing suit (bathing suit acts as a second layer of protection) instead please.

Should you have any questions, please call the pool office at 425-6220, extension 3063  
or visit our website at [www.hollandbloorview.ca/swim](http://www.hollandbloorview.ca/swim).