

MICHAEL PHELPS Swimming

Welcome to Michael Phelps Swimming

FAQs

How to schedule a make up lesson?

-Make up lessons are a courtesy we extend to our members. To schedule a make up lesson, we **require 24 hour notice of a missed class** (emergencies are expected but at the discretion of MPSS Management). Simply give us a call the day you would like to come in, let us know the level/program of your student, and we will tell you what we have open for the day that you call.



Can I call a few days ahead for a make up lesson?

-Due to our open enrollment, we don't allow for advance scheduling of make up lessons. Simply put, our availability changes frequently due to open enrollment, so to give you the most accurate openings, calling the day of works the easiest.

How to cancel a membership?

-Due to our membership model, we **require 30 days notices from the 1st of the month**. Our system requires that much time to successfully removed a stored payment method from file (*ex: a cancellation form handed in on the 15th of the "January" would still be billed for the 1st of "February" due to the system requiring 30 days to remove the payment method.*)

How does the membership work?

-Our membership is build on 47 weeks annually. This means throughout the year, we will have some preplanned closures. We work hard to create a family friendly calendar that will work for families and our amazing staff. We average 4 lessons a month. Some months will have 3,4, or 5 lessons in them and yet the fee stays the same. We work thought that by apply the 5th lesson to a month that had only 3 lessons to give an average of 4 lessons a month. This will make itself up over time **NO MATTER WHEN YOU REGISTERED IN THAT YEAR.**

Do we get a make up for a preplanned closure?

-Your membership is calculated by the annual amount of classes a year, then divided into 12 equal payments. With this, we have already factored out the 5 weeks of closures from your monthly payments. Therefore we don't offer make up lessons for our preplanned closures.

When is my payment?

-Our system auto bills on the 1st of every month to the payment method you leave on file during registration. This allows for memberships to be auto-renewed so families have a peace of mind of watching their swimmer progress month to month.

How to know when my student is ready to move up in levels?

-We do our evaluations every time your swimmer comes to class. Once the instructor feels they are sufficient in their skills, they will have a deck supervisor conduct an evaluation. Once the Deck Supervisor gives the thumbs up, we will give them their promotion ribbon, and get them all set up for their new class level.

Can family members come watch my student?

-Of course! We love the support of extended family members. Our lobby is on a first come, first serve basis with seating.

What are your COVID policies?

-We follow our guidance from the local and state health department. Please check the local guidelines, or give us a call.

-Staff/facility guidelines: We require our staff to wear a face shield while in the water with our swimmers. We keep our class sizes relative small which helps in minimal exposure risks. We have our HVAC filters upgraded to the highest quality standards and have stepped up our frequency of replacing them to provide the cleanest air quality. Lastly, our facility is deep cleaned and sanitized from top to bottom daily to ensure we get all those pesky germs.

Is food allowed in the facility?

-We do allow some small snacks, but we would greatly appreciate you help in limiting them to the lobby area only. Please help us in keeping our facility as clean as possible.