

TITANS POLICIES AND REGISTRATION FEES

Registration Fee and Group Lessons packages

Non-refundable registration fee: \$45

Multi-lesson package(6 passes): \$149

Individual lesson: \$26

Rescheduling or modifying enrollment

We have a 24 hours policy to modify enrollment. Before 24 hours of your scheduled class we invite you to do the changes on your Amilia account. If you need some help to do so, please email us at programs@triangleaquatics.org.

*Please understand that the Front Desk is not allowed to modify any registration if you don't follow the 24 hours policy

Here are the **only** reasons TITANS Aquatic Programs will refund/make up given a class you have missed:

- Doctor's note excusing swimmer from class within 7 days of the missed class
- Moving more than 50 miles away from TAC – must provide proof of address
- Swimmer graduates from TITANS 2 Station C
- No make-up classes will be given for traffic or weather related, unless TAC contacts you regarding closures

NOTE: TITANS Aquatic Programs (TAP) reserves the right to cancel or combine classes with registration of 50% or less. If TAP cancels or combine classes, we will contact you. **Please keep your contact information up to date.**

Bathroom Policy:

TAC has Family Bathrooms located on Deck next to the Competition Pool. Be aware that children under 4 years old are allowed in the Women's locker.

You can check our website, www.triangleaquatics.org for registrations, scheduling, private lessons request form and much more.

TAC SWIM LESSON CANCELLATION PROCEDURE

- **Group Lessons**

- If the cancellation is more than 24 hours in advance:
 - Multipass Users- cancel via your Amilia account or by calling the front desk at 919-459-4045
 - Single Lesson Purchase- call the front desk at 919-459-4045
- If the cancellation is less than 24 hours in advance and within the 7-day period after the class has taken place:
 - ALL- you **MUST** email a doctor's note to programs@triangleaquatics.org
 - **No other means of communication will be accepted.**
- If the cancellation is more than 7 days after the class:
 - No return will be issued, even if a doctor's note is submitted.

- **Private Lessons**

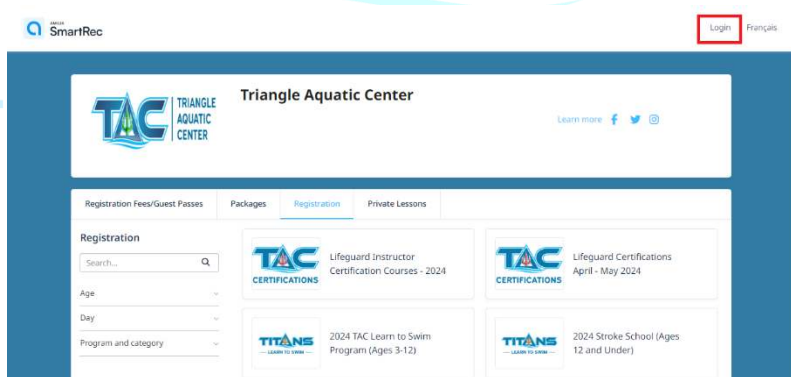
- If the cancellation is more than 24 hours in advance:
 - Email programs@triangleaquatics.org or call 919-459-4045. Please be sure to provide the name of the instructor.
- If the cancellation is less than 24 hours in advance and within the 7-day period after the class has taken place:
 - ALL- you must email a doctor's note to programs@triangleaquatics.org
 - **No other means of communication will be accepted.**
- If the cancellation is more than 7 days after the class:
 - No return will be issued, even if a doctor's note is submitted.

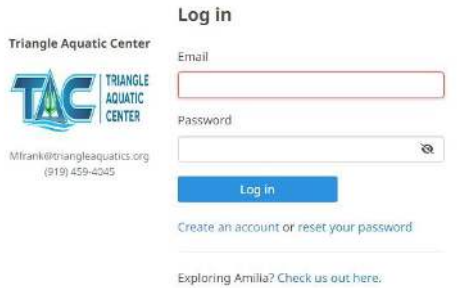
GROUP LESSON REGISTRATION GUIDE

1. To purchase and schedule swim lessons at the Triangle Aquatic Center, you will first need to create an Amilia account. Amilia is our online store platform. You can access the TAC Amilia store at <https://app.amilia.com/store/en/mfranktriangleaquaticsorg/shop/programs> or by scanning the QR code below.



2. Once you reach the TAC store, you will select the Login button and either log in or create an account.
 - a. NOTE: Please be sure that the TAC logo is included on your login page. Amilia is host to numerous other stores, so you need to make sure that your account is linked to the TAC store.



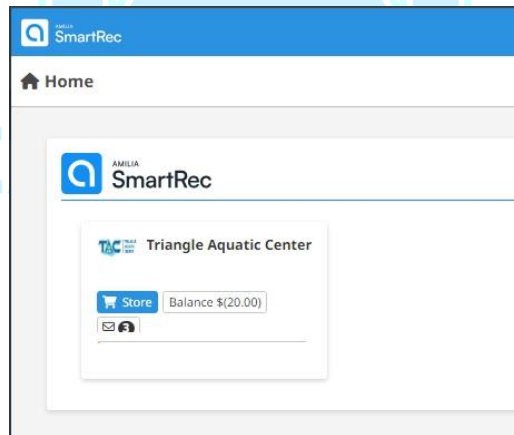
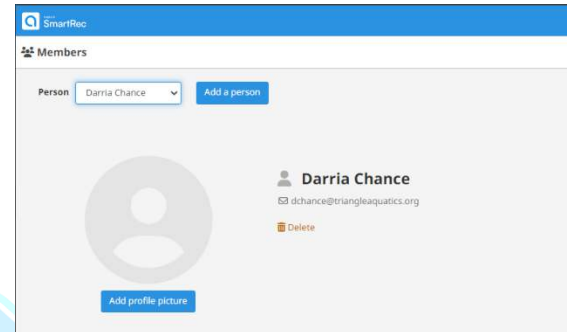


3. Once you create need to do the

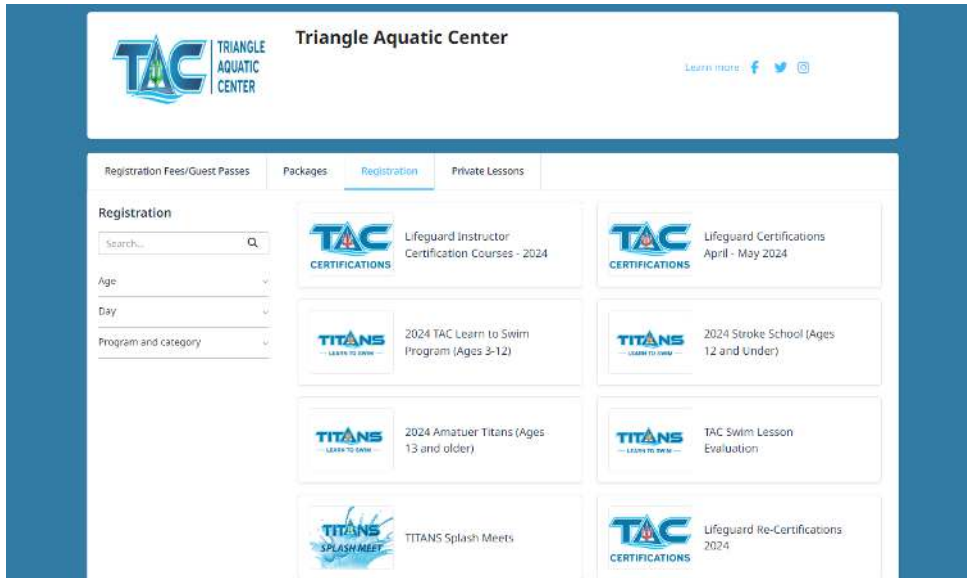
- a. Update contact information for the primary account owner. This should include a current email address and phone number. TAC will use the contact information of the primary account owner for all mass communications.
- b. Add all swimmers as members on the account. They will need an accurate birthday included in order to register for group swim lessons.

an account, you will following:

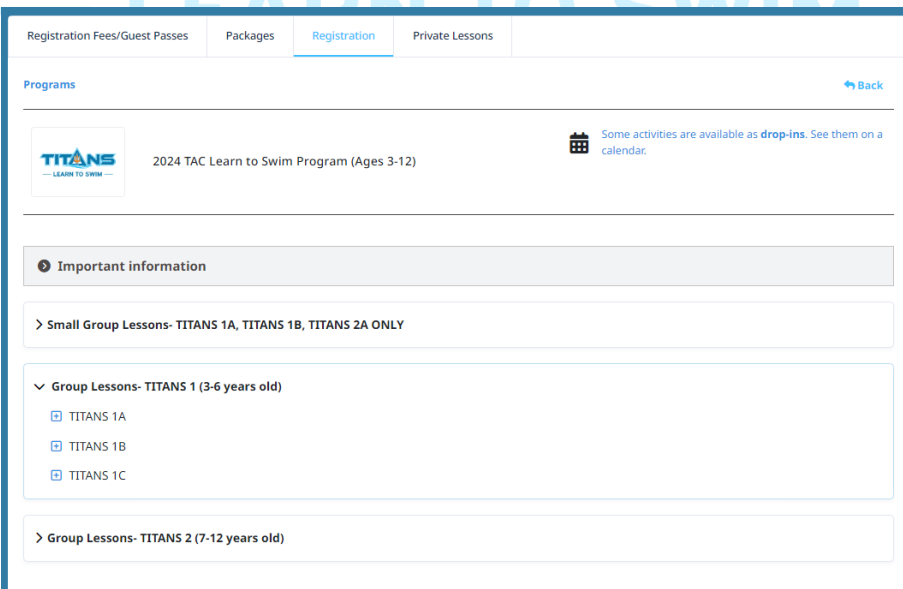
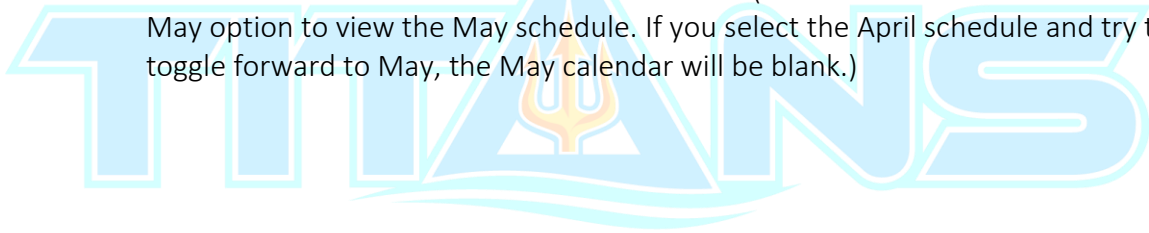
4. Once you've added all swimmers to the account, you can then access the TAC store from the homepage. There should always be the TAC store as an option at the top of the homepage.



5. After adding all members to your account, you will be ready to purchase and schedule the lessons. Under the Registration tab, you will see all programs offered at TAC. You will then select the needed program. Please note that the programs are specific by year, so January schedule will be listed separately from December schedule.



6. Once you select the program you need, you will see dropdown menus for each level and each month. Please be sure to select the correct level and the correct month.
 - a. NOTE: All TAC group lesson calendars are specific to the month. Please be sure to select the correct month to view the schedule. (i.e. You will need to select the May option to view the May schedule. If you select the April schedule and try to toggle forward to May, the May calendar will be blank.)



TITANS 1A

TITANS 1B

Titans 1B - May 2024

3 to 6 years old - Intermediate class

Students will learn freestyle swim and backstroke kick.

[More information ...](#)

Schedule: On Wednesday from 5:40 PM to 6:10 PM.

From 5/1/2024 until 5/29/2024

On Thursday from 6:20 PM to 6:50 PM.

From 5/2/2024 until 5/30/2024

On Friday from 5:00 PM to 5:30 PM.

From 5/3/2024 until 5/31/2024

View more (7)

Start date: 5/1/2024

Drop-in



\$26.00

Titans 1B - April 2024

3 to 6 years old - Intermediate class

Students will learn freestyle swim and backstroke kick.

[More information ...](#)

Schedule: On Tuesday from 5:00 PM to 5:30 PM.

From 4/2/2024 until 4/30/2024

On Wednesday from 5:40 PM to 6:10 PM.

From 4/3/2024 until 4/24/2024

Drop-in



\$26.00



— LEARN TO SWIM —

- Once you select the correct level, you can register for the classes. Please be sure to review the calendar prior to purchasing the lesson package. You can select any class that has an opening, which will be highlighted in blue. Classes in red are already at capacity. Classes in gray have either already occurred or will be occurring in the next 24 hours. Classes in gray are not available to schedule.

March 2024							month	week	day
Sun	Mon	Tue	Wed	Thu	Fri	Sat			
25	26	27	28	29	1	2			
					Titans 1B - March 2024 5:00 pm - 5:30 pm Instructional Pool	Titans 1B - March 2024 1:00 pm - 1:30 pm Instructional Pool			
					Titans 1B - March 2024 5:40 pm - 6:10 pm Instructional Pool	Titans 1B - March 2024 1:40 pm - 2:10 pm Instructional Pool			
3	4	5	6	7	8	9			
Titans 1B - March 2024 11:40 am - 12:10 pm Instructional Pool	Titans 1B - March 2024 5:00 pm - 5:30 pm Instructional Pool	Titans 1B - March 2024 5:40 pm - 6:10 pm Instructional Pool	Titans 1B - March 2024 6:20 pm - 6:50 pm Instructional Pool	Titans 1B - March 2024 5:00 pm - 5:30 pm Instructional Pool	Titans 1B - March 2024 1:00 pm - 1:30 pm Instructional Pool	Titans 1B - March 2024 1:40 pm - 2:10 pm Instructional Pool			
Titans 1B - March 2024 1:40 pm - 2:10 pm Instructional Pool					Titans 1B - March 2024 5:40 pm - 6:10 pm Instructional Pool	Titans 1B - March 2024 1:40 pm - 2:10 pm Instructional Pool			
Titans 1B - March 2024 2:20 pm - 2:50 pm Instructional Pool									
10	11	12	13	14	15	16			
Titans 1B - March 2024 11:40 am - 12:10 pm Instructional Pool	Titans 1B - March 2024 5:00 pm - 5:30 pm Instructional Pool	Titans 1B - March 2024 5:40 pm - 6:10 pm Instructional Pool	Titans 1B - March 2024 6:20 pm - 6:50 pm Instructional Pool	Titans 1B - March 2024 5:00 pm - 5:30 pm Instructional Pool	Titans 1B - March 2024 1:00 pm - 1:30 pm Instructional Pool	Titans 1B - March 2024 1:40 pm - 2:10 pm Instructional Pool			
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Titans 1B - March 2024 2:20 pm - 2:50 pm Instructional Pool									
17	18	19	20	21	22	23			
Titans 1B - March 2024 11:40 am - 12:10 pm Instructional Pool	Titans 1B - March 2024 5:00 pm - 5:30 pm Instructional Pool	Titans 1B - March 2024 5:40 pm - 6:10 pm Instructional Pool	Titans 1B - March 2024 6:20 pm - 6:50 pm Instructional Pool \$26.00	Full	Titans 1B - March 2024 5:00 pm - 5:30 pm Instructional Pool \$26.00	Full	Titans 1B - March 2024 1:00 pm - 1:30 pm Instructional Pool \$26.00	Full	
Titans 1B - March 2024 1:40 pm - 2:10 pm Instructional Pool					Titans 1B - March 2024 5:40 pm - 6:10 pm Instructional Pool \$26.00	Full	Titans 1B - March 2024 1:40 pm - 2:10 pm Instructional Pool \$26.00	1/4	Register
Titans 1B - March 2024 2:20 pm - 2:50 pm Instructional Pool									
24	25	26	27	28	29	30			
Titans 1B - March 2024 11:40 am - 12:10 pm Instructional Pool \$26.00	Full	Titans 1B - March 2024 5:00 pm - 5:30 pm Instructional Pool \$26.00	Full	Titans 1B - March 2024 5:40 pm - 6:10 pm Instructional Pool \$26.00	1/4	Titans 1B - March 2024 6:20 pm - 6:50 pm Instructional Pool \$26.00	Full	Titans 1B - March 2024 5:00 pm - 5:30 pm Instructional Pool \$26.00	Full
Titans 1B - March 2024 1:40 pm - 2:10 pm Instructional Pool \$26.00	Full		Register			Titans 1B - March 2024 5:40 pm - 6:10 pm Instructional Pool \$26.00	Full	Titans 1B - March 2024 1:40 pm - 2:10 pm Instructional Pool \$26.00	Full
Titans 1B - March 2024 2:20 pm - 2:50 pm Instructional Pool \$26.00	2/4								
Register									

- Once you decide to schedule classes, you can schedule using either a lesson package or a single lesson purchase. To purchase a lesson package, you will need to use the **Packages** tab. You will then be select the 6-Lesson package for group lessons. You will need to

select the swimmer that will use the lesson packages. Lesson packages can only be assigned to one swimmer. If you have not already paid the annual registration fee, you will be prompted to add that to your purchase that that time.

The screenshot shows the Triangle Aquatic Center website with a navigation menu and a 'Packages' section. The packages listed are:

- Group Lessons: 6-Lesson Package (ALL AGES AND LEVELS)**
6 passes
Learn To Swim Lesson Package For: -Titans 1 -Titans 2 -Stroke School -Amateur Titans
Price: \$149.00
- Senior Fitness Package**
10 passes
Fitness Packages Give You Access To Sign Up For TAC Fitness Classes. Expiration 3 months from date of purchase
Price: \$42.50
- Private Lesson Package**
6 passes
Private Lesson Package (6)
Price: \$330.00
- Semi-Private Lesson Package**
6 passes
Semi-Private Lesson Package (6)
Price: \$450.00

Each package has an 'Add to cart' button and a link to 'View details and eligible items'.

LEARN TO SWIM

The 'Select a person' dialog box displays the selected package: 'Group Lessons: 6-Lesson Package (ALL AGES AND LEVELS)'. It includes a note: 'NOTE: In order to use this pass to reserve a spot in an activity, you must first complete your purchase of this pass. Only then will it be applicable for class registrations.' Below the note is a button to 'Click on + to add to your cart'. A list of swimmers is shown:

- mars saturn (5 yrs. 11 mos.)
- Jeff Jeff (24 yrs.)
- TEST TESTING (89 yrs.)
- Add another person

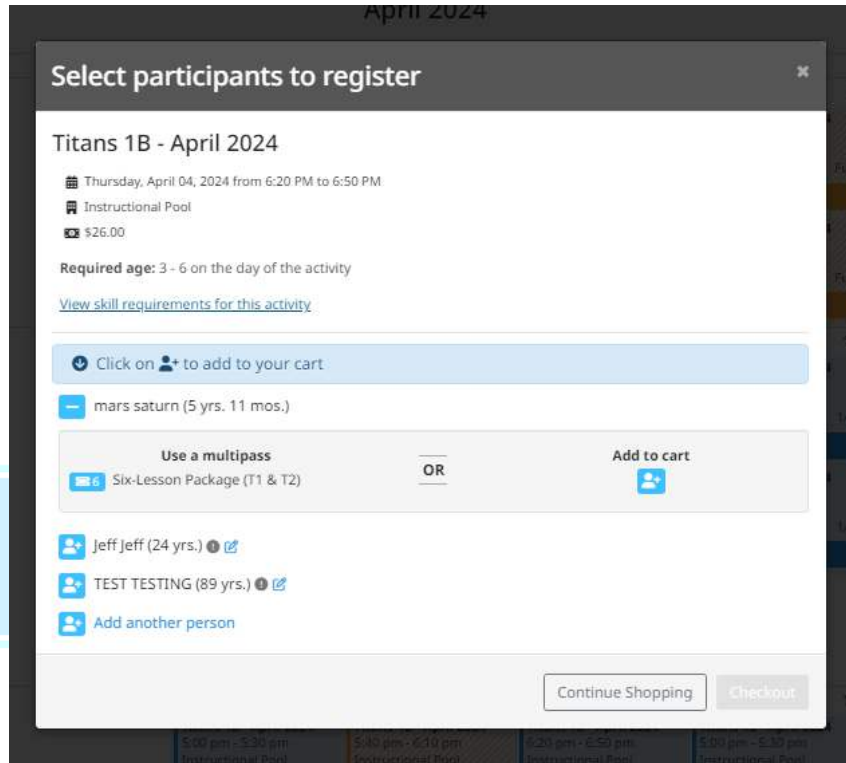
Buttons for 'Continue Shopping' and 'Checkout' are at the bottom.

The modal dialog box states: 'This activity must be purchased with one of the options below'. It features a 'Membership:' dropdown menu with the following options:

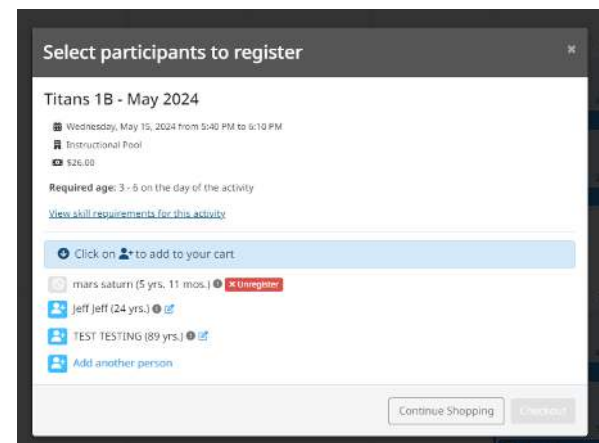
- Select an option...
- Swim Lesson Annual Registration Fee (Titans 1, Titans 2, Stroke School, Amateur Titans) - \$45.00
- ActiveNet Transfer Reg Fee - \$0.00

Buttons for 'Skip and continue', 'Cancel', and 'Continue' are at the bottom.

9. If you are scheduling using a lesson package, you will see the option to use a multipass when you are registering. You need to click the blue ticket icon to use a lesson pass. If you are not using a lesson pass, you will add the lesson to your cart.
- NOTE: The lesson will automatically add to your account if you use a multipass. If you add the classes to your cart, please be sure to complete your checkout to finalize your registration.



10. To unregister, you will need to go calendar for lessons and select the class that you wish to cancel. If you used a multipass to schedule the class, you will now have a button to unregister the class.
- NOTE: The button to unregister is only available to those who registered using a multipass and it is at least 24 hours before the start of the class. Participants who paid \$26 for the individual class will need to contact programs@triangleaquatics.org or the front desk at 919-459-4045 to cancel their enrollment.



LESSON PROGRAM CHEAT SHEET

- Registration
 - Should be done online via your Amilia account
 - Lessons are not automatically reserved or automatically billed. Please select each individual date and time to reserve your swimmer's spot in the class.
 - The Amilia app will show the swimmer's exact class schedule.
- Cancellations
 - Must be done 24 hours prior to the class
 - For multipasses, you can cancel the class via your Amilia account.
 - For single lesson purchases, email programs@triangleaquatics.org or call the front desk at 919-459-4045
- Lesson Check-In
 - Is done prior to the start of the class with the supervisor on deck
 - Swimmer should check in prior to the start of every class
 - If swimmer is not registered for that day, please go to front desk to confirm swimmer's future classes.
- Lesson Progression
 - Each swimmer receives a progress card with their name and level on the front.
 - Progress card must be brought to every class.
 - The instructor will check off the completed skills at the end of every class. Do not leave pool deck until the progress card has been returned to you.
 - Swimmers will move to the next level when the entire progress card has been completed. There is no specific date or number of classes required to move to the next level.
 - The swim instructor will provide a new progress card for the next level when the swimmer moves to the next level.
- Pool Rules
 - No running
 - Do not enter the water without the instructor's permission
 - Enter the water feet first
 - Stay on the step until it is your turn
 - Swimmers should not enter the water alone before or after their class. There is no open swim offered during group lesson hours.