



Dear Parent or Guardian,

Welcome to Swim at 92NY! We're delighted to have your child joining us this semester and look forward to a fun, safe, and successful experience in the pool.

WHAT TO EXPECT THIS SEMESTER

We're excited to welcome your swimmer to another great semester of Swim School! Throughout the semester, swimmers will build water safety skills, increase confidence in the water, and continue progressing through our curriculum at a pace appropriate for their level.

Our instructors focus on creating a positive, supportive, and engaging environment while helping swimmers develop proper technique, strengthen existing skills, and work toward the goals of their class level. We encourage consistent attendance to help swimmers make the most of their experience.

MEET OUR INSTRUCTORS

We're proud of the experienced and passionate team that brings our programs to life. Take a moment to **meet our Swim, Gymnastics & Athletics instructors** and learn more about the coaches who help make 92NY a fun, supportive, and confidence-building place for children to learn and grow.

CLASS INFORMATION

You can view your child's particular class information in your **92NY patron portal**.

BEFORE YOUR FIRST CLASS

Please arrive 10–15 minutes before your first class to allow plenty of time for check-in and changing.

Please bring:

All Levels

- Swimsuit
- Towel
- Goggles (recommended)
- Swim cap

Parent & Child / Beginner Levels

- Swim diaper for swimmers who are not fully toilet trained

Locker rooms and lockers are available for your convenience. We recommend labeling all personal belongings. Please note changing rooms and bathrooms are for active use only. Use designated waiting areas during lesson time.

ATTENDANCE AND PROGRAM POLICIES

We understand that absences happen. Please review our make-up policy below.

Make-Up Policy

- Only 1 make-up per semester can be accommodated. Make-up classes are based on availability and cannot be guaranteed due to class-size and safety requirements.
- Make-up classes may only be requested after a class has been missed.
- Make-up classes are not available during the first three weeks or last two weeks of the semester.
- Missed classes cannot be carried over into a future semester.
- Refunds or credits cannot be issued for missed classes.

[Makeup Lesson Request Form Fall 2026](#)

Refund Policy

Additional Program Policies

- Swimmers should use the restroom before entering the pool area.
- Parents and guardians are welcome during the first five minutes and last five minutes of class. During instruction, we ask that parents remain off the pool deck to support a safe and focused learning environment.

- Photography and video recording are not permitted in program spaces to protect the privacy of our participants and staff.
- Please be courteous in the locker room. Personal belongings should be stored in lockers, and changing areas should only be used while changing. Patrons should wait in designated waiting areas before and after class.

IMPORTANT DATES AND UPCOMING EVENTS

Please watch for upcoming announcements regarding:

- Future Swim School registration dates
- Parent observation opportunities (if applicable)
- Semester evaluations
- Holiday closures
- Special aquatics events

ADDITIONAL INFORMATION

Additional Swim School information, FAQs, and program resources can be found **online**.

If you have any questions before your first class, please don't hesitate to contact us. We're looking forward to a wonderful semester with your swimmers!

Warm regards,

Charles Halapin

Director Aquatics Operations

Iliana Bitis

Director, Aquatics

Phone: 212.415.5718

Email: **swimschool@92ny.org**