



## Frequently Asked Questions

- 1. Are your lessons only for world class swimmers or swim team participants?**  
No. Our lesson and clinics are designed for you. We teach one skill at a time building upon each skill to provide confidence in the water and overall safety. All children, parents, and adults should know how to swim. Our curriculum is made to save lives and teach participants to love the water and swimming. However, if your child has competitive aspirations, there is no other program in the Greater Edmonton, Edmonton, Parkland area that can compare. Our higher levels provide the skills needed to compete and join a swim team.
- 2. Do I need an account to see the prices and programs?**  
Yes. To be able to view the programs and pricing you must create an account with us. All accounts are free to create.
- 3. Do I need an account to register for a program?**  
Yes. You need to create an account and purchase a membership for each person you would like to register for a program.
- 4. What do I get with my lifetime membership?**  
When you pay for your membership, you are granted permission to register for any programs that are age appropriate. You will also receive free gear and a membership card which can be picked up on orientation of your program or at our shop.
- 5. Do I need to pay for a new membership with every program I register for?**  
No. Your membership is good for registering as many programs as you like for the family member the membership is for.
- 6. How long is my membership good for?**  
Your membership is good for as long as you have an account with us at Wahoo.
- 7. Do I need a membership to register for programs?**  
Yes. Each participant on your account will need their own membership to be able to register for programs.
- 8. Do I need a membership to see program dates or pricing?**

No. As long as you have an account you can review programs and pricing. You will not be able to register for any programs until a membership for the participant has been purchased.

**9. Can I set up a payment plan for my program?**

Yes. Many of our programs allow for a payment plan. When you are checking out, you can choose this option. You will pay a deposit and then be responsible for the upcoming scheduled payments.

**10. Can I change my credit card on file?**

Yes. You can edit your profile under financial information to update your payment card on file.

**11. Can I cancel my registration?**

Yes. If your program has **not** started, call our office 1-855-Swim-Wahoo for us to cancel your reservation in the program.

If the program has **already begun**, you may be able to cancel your place with a 30-day written notice and one month cancelation fee.

**Some** programs will **not** offer a cancelation option after they begin because of the limited time they are in progress.

**12. I lost my goggles, or don't fit in my suit anymore?**

Visit our shop and purchase a new pair of goggles or other equipment and suits needed.

**13. Am I required to wear your suit for my swim lesson?**

Some programs require a Wahoo issued suits. If so, you will be required to wear them to the program. Other programs do not require it. We do encourage participants to purchase a Wahoo suit because they are specifically designed training suits that keep their elasticity and color longer than leisure suits do.

**14. Can I sign up for more than one day of swim lessons?**

Yes, you can sign up for more than one day of swim lessons. Many people will choose two-three days that work with their other activities to get the most out of learning to swim.

**15. How do I become eligible for the Fast Track lesson program?**

To be eligible for a fast-track lesson program the participant must be a level 6. If you are unsure of your level, please ask our instructors or look at your profile under levels. Outside program levels will need to start in our age group swim lessons prior to being qualified for Fast Track.

**16. Can anyone sign up for a youth swim clinic?**

Anyone that meets the age restrictions and can swim 50m unassisted freestyle and backstroke is welcome to sign up for our youth clinics.

**17. Can I watch my child's program?**

Yes. We have a small area for spectators to observe the lessons and programs. Spectators are not allowed on the pool deck at any time.

**18. Do I need to be there while my child is in a program?**

We leave that up to you. You are welcome to stay and watch or drop off and pickup. It is your choice. We do not have a large waiting area or babysitters, so you will still be responsible for your child's actions outside of the program.

**19. How deep are the pools?**

Our pools are specifically designed for swim lessons. They are shallow water pools that are 48" in depth. This is perfect for new swimmers learning through advanced swimmers that want to work on technique and training.

**20. What do I need to bring?**

All participants should be pool ready with a good swimsuit that fits properly. Good pair of goggles. An extra pair in case a strap breaks or cupping leaks. Approved Wahoo swim cap on. Rash guards are optional.

**21. Are all your change rooms family style?**

Our facility is designed for families. We offer private stalls for changing. It is expected that parents will use modesty and the change rooms when dressing and undressing their families.

**22. What if I can't make the orientation?**

Orientation is on the first day of programs. We expect a responsible individual, guardian, or parent to attend. We provide the process of the program, help you understand as spectators where you are permitted, what the expectations of the program are, provide you with your membership pass, and any equipment needed or wanted for the program. Participants get a tour of the building, meet their instructors and swim mates, learn about the progression of the program. We understand that some families may miss day one of programs altogether. In this case we encourage you to set an appointment to meet with our staff to discuss this important information.

Note: Appointment times are limited, participants may be moved to a later starting program in lieu of an appointment.