



Updated: September 25, 2023

## Registration Process

### 1. How do I register for swim lessons?

- Online at [richmond.ca/register](https://richmond.ca/register), by calling the Registration Call Centre at 604-276-4300 (Mon-Fri, 8:30am-5:00pm) or in-person during regular hours of operation.

### 2. How do I register if I am a Richmond Fee Subsidy Program (RFSP) user?

- Online at [richmond.ca/register](https://richmond.ca/register). It will populate as a payment method if there is enough subsidy allocation.

### 3. How far in advance can I register for swim lessons?

- Registration is ongoing. Check [richmond.ca/register](https://richmond.ca/register) for up-to-date registration dates and times.

### 4. Is registration refundable?

- Yes, if notice is given prior to the beginning of the third session of the class, a refund, less classes taken will be provided. Refunds are processed by calling the Registration Call Centre at 604-276-4300 (Mon-Fri, 8:30am-5:00pm).
- If notice is given 72 hours prior to the start of the private lesson, a full refund will be provided. If notice is given less than 72 hours prior to the start of the lesson, no refund will be provided. Visit [Refunds, Withdrawals and Transfer Guidelines](#) for most up to date information.

## Registration Information

### 5. I am new to registering for swim lessons with the City of Richmond. What do I need to do to register online or by phone?

- All registrants need to create a City of Richmond client profile. This can be done online at [richmond.ca/register](https://richmond.ca/register), by calling the Registration Call Centre at 604-276-4300 (Mon-Fri, 8:30am to 5:00pm) or in-person during regular hours of operation.
- Once the profile has been created, swim lesson registration requires the person to have completed the level prior (unless this is the first level of swimming, Octopus for preschoolers or Swimmer 1 for children).
- Before registering online, by phone or in-person, a parent or guardian must come in to one of the aquatic centres and either have their child evaluated for the correct level, or show the most up-to-date report card from another City or organization. Once the level has been confirmed, City staff will enter this lesson history to your client profile, allowing you to register online or by phone. If a report card cannot be found, a parent or guardian may call the aquatic centre and make an appointment to bring the child in for a swim evaluation.

**6. Can my child pre-register or be waitlisted for the next level?**

- A child can only be registered or waitlisted for the level they are currently eligible for. On the last day of lessons, children will receive the report card indicating which level to register for next. This report card can be taken to the front desk to register in-person or registration can be done online or through the Registration Call Centre.
- Participants that do not meet the criteria to be registered or waitlisted for specific lesson sets will be removed and notified. Any corresponding payments will be credited back to your City of Richmond account.

**7. Are clients able to register for overlapping lesson sets?**

- Clients are not able to register for lesson sets that reserve their spot in multiple lesson sets that overlap days/weeks. While the registration system will allow clients to be registered in the same level for overlapping lesson sets, clients will be contacted by Aquatics staff and withdrawn from lessons so that they are only taking one lesson at a time.

**8. How many lessons does my child need to attend in order to complete the level?**

- Passing/completing a level is based on skills and abilities, not attendance. Instructors perform continuous evaluation over the entire lesson set, and if the child has demonstrated competency in all the levels' required skills during the time of their attendance they will complete the level. The City does not offer make up days for lessons missed.

**9. Can babies wear regular diapers in the pool?**

- No, regular diapers fall apart in the water, leaving a mess of "floaties" from the absorbent filler material. Babies are required to swim diapers, re-useable pool pants or a plastic pant over their cloth diaper in order to prevent diaper explosions.

**10. Are swim lessons available for those with special needs?**

- Yes, the City offers an adapted swim program. This program provides modified swimming techniques that accommodate the abilities of individuals with cognitive or physical limitations. These courses have a maximum of five students. In addition to the teacher, there are usually volunteers to help ensure everyone feels supported in this welcoming and inclusive environment.

**11. My child has finished all nine Swim for Life swim levels; what can they do now?**

- Your child can take Bronze Star with a recommended pre-requisite of Star Patrol. Courses beyond Bronze Star focus on lifesaving skills and are designed for those wanting to become a lifeguard. The first course towards becoming a lifeguard is Bronze Medallion with a required pre-requisite of 13 years old or Bronze Star.

**12. I have specific questions about the leadership courses. Who can I ask those questions to?**

- Specific questions can be directed to the any Aquatic Staff, who may in turn refer specific questions to the Aquatic Leader.

[General Swim Lesson Questions](#)

**13. Are private lessons available?**

- Yes, for all levels ages 3+.

**14. Are semi-private lessons available?**

- Yes, for all levels ages 3+.

Note: Student must be in the same or adjacent level (i.e., Swimmer 1 and Swimmer 2).

**15. How long is each swim lesson?**

- 30-60 minutes, depending on the level.

**16. Are there lockers available for use?**

- Yes, patrons are encouraged to bring one quarter for the refundable lockers to secure personal effects at Minoru Centre for Active Living or two quarters for the non-refundable lockers at Watermania.
- Lockers are for day-use only.

**17. Are there wallet/cellphone lockers available?**

- Yes, users set their own passcode to lock and unlock the locker.
- Users can charge their cellphone while using the facility.
- Lockers are for day-use only.

Users are still encouraged to leave valuables at home.

**In Advance of Swim Lessons**

**18. How far in advance should I arrive at the pool for my swim lesson?**

- No more than **15 minutes** before your scheduled time.
- You can enter the change room **15 minutes** before lesson start time.

Those who are swimming before or after lessons must pay the regular drop-in admission fee prior to entering the pool.

All participants are encouraged to arrive with their swim attire under their clothes.

**19. Where is check-in for lessons?**

- Minoru Centre for Active Living - enter on the east side of the building near the track. Let front desk staff know that you have arrived for lessons and you will be directed to the change room.
- Watermania – enter through the main door. Let front desk staff know that you have arrived for lessons and you will be directed to the change room.

**20. Where do I/we meet the instructor?**

- Minoru Centre for Active Living - once changed for lessons, meet at the pool side of the universal change room just past the lockers.
- Watermania - once changed for lessons, meet at the pool side of the change rooms along the wall of the main pool.
- All participants are encouraged to arrive with their swim attire under their clothes.

**During Swim Lessons**

**21. Will there be pool equipment to use, i.e., lifejackets and kickboards available for use?**

- Yes, items will be supplied by the instructor.

## After Swim Sessions

### **22. Can I change and shower after my swim session?**

- Yes, change rooms and showers will be available after swim lessons.

## Activities: General (all pools)

### **23. Can patrons wear flippers and/or scuba gear?**

- Yes, swim fins (short ones) and snorkels can be worn, but scuba gear (long fins or weights) are not permitted.
- Scuba weights are not permitted in the pools.

### **24. Why are patrons asked to remove their swim fins when walking on deck?**

- Fins are awkward and clumsy to walk in, with a high risk of falling.

### **25. Can patrons bring in their own toys including mermaid tails?**

- Yes, patrons can bring in their own toys and floaties. Floaties should be deflated or stored in an area to prevent tripping hazards when not in use.
- Yes, mermaid tails can be used, but swimmers should be able to demonstrate that they can swim and stand up without assistance.

### **26. Can patrons practice freediving (extended or repetitive breath holding underwater)?**

- No, freediving practices are not permitted due to the risk of shallow water blackout from extended or repetitive breath holding.
- Free divers can cause distress to the swimmers swimming above them.