



Dynamo Swim School - Frequently Asked Questions About Registration

1. How do I register for lessons?

- The registration process is dependent upon the location of your lessons.
 - Agnes Scott: Registration is primarily available on-line. If you require on-site registration please contact the Agnes Scott Site Director.
 - Alpharetta: Registration is available on-line or on-site.
 - Buckhead: You must register on-site at the Family Life Center.
 - Chamblee: Registration is available on-line or on-site.
 - Dunwoody: You must register on-site at the Fitness Center.

2. I am trying to register on-line but the class I want is full or closed. What can I do?

- Often, our on-line class registration class spots fill early. Please contact the Site Director to see if there are spots available in the on-site registration or if we can accommodate you in another way.

3. Does it cost more to register on-line?

- No. The cost of the class is the same regardless of whether you register on-line or on-site.

4. Can I use my coupon to receive a discount to register on-line?

- No. At this time our on-line registration system is not equipped to handle coupons. If you have a coupon, you must do on-site registration to use your coupon.

5. Can I use my credit and register on-line?

- No. At this time our on-line registration system is not equipped to redeem Dynamo Swim School credits. If you have a credit, you must register on-site to apply them towards your registration.

6. Can I call and register for lessons over the phone?

- No. All lessons must be booked either in-person or on-line.

7. I need to reschedule my child's class. How can I do this?

- We will work with you to find a class that meets your scheduling needs. However, schedule changes are subject to availability. Each schedule change is subject to a fee.

8. My child is the only student currently registered in the class. What happens if no one else registers?

- Dynamo Swim School is not able to run a group lesson for only one student. In the event that your child is the only student registered, the Site Director will contact you to discuss options to reschedule your child to a different time or session.

9. We are going on vacation. Can I pay only for the classes we will be there?

- Our classes are limited in size and we hire and schedule swimmers based on registration numbers. Therefore, once we sell a spot in one of our classes to you, we cannot sell it to another person.

10. My child was sick. Can I get a refund or credit?

- If you provide a doctor's note specifically listing the illness and days the child could not swim due to illness, we are happy to provide a credit towards a future class. Dynamo Swim School does not provide refunds for classes missed due to illness.

11. Can I request a certain instructor?

- We understand the unique bond between teacher and student and we try to accommodate all requests. Requests for certain instructors for lessons are handled on a first-come-first-served basis.