



Dynamo Swim School Buckhead - Frequently Asked Questions about Swim Lessons Registration/Enrollment

1. What is perpetual enrollment and how does it work?

- Perpetual enrollment means that once a student is enrolled in a class, their enrollment in that class continues until they are withdrawn from class. This enrollment continues month to month and season to season. Enrollment periods are for the month and enrollment continues for each student.

2. How do families withdrawal from lessons?

- Dynamo Swim School maintains a dedicated email address for processing withdrawal requests. Families send notice to dsswithdraw.dynamo@gmail.com by the 15th of the month for withdrawal at the end of that month. Withdrawal requests received after the 15th will be processed for the end of the following month. Withdrawal requests received after the 15th for the end of the current month may incur a \$25 early withdrawal fee.

3. How and where will a family register for Dynamo lessons at the Family Life Center?

- Lesson registration will be through the Dynamo Swim School [website](#) initially. All registration will be completed on-line prior to class. There will not be registration available with the front desk staff at the FLC.

4. What will be the monthly tuition fee?

- The monthly tuition fee for a one time per week class will be \$70 per month for four lessons. The monthly tuition fee for a two times per week class will be \$140 per month for eight lessons. In a month where we offer lesson than four or eight classes the tuition fees are adjusted.

5. How is the monthly tuition fee paid?

- During the registration process, payment method information is collected. Tuition fees are charged on the first of each month to those enrolled. Group lesson payments will not be taken by the front desk at the Family Life Center.

6. If we have to miss a class, is a make-up class available?

- No, due to the nature of our enrollment, make-up classes are not offered for classes that are missed. Families are encouraged to attend class as they are able. Tuition is charged based on enrollment not attendance. In the rare cases where there are problems with the pool Dynamo Swim School will issue credits for some classes that have to be cancelled. Credits are issued for certain pool closures. Credits are not issued for classes missed due to inclement weather or other activities.

- 7. Our family has been enrolled in swim lessons at the Family Life Center, why are we not in the Dynamo class management system?**
- Registration and enrollment for Dynamo classes at the Second Ponce de Leon Baptist Church Family Life Center will now be managed in the Dynamo Swim School database for all our locations. Dynamo Buckhead families with current and recent enrollment will need to complete the new registration process to be enrolled. We were not able to migrate the existing Buckhead database to the Dynamo database.
- 8. How will payments for private lessons at the Family Life Center be processed?**
- Private lesson payments will continue to be made at the front desk of the Family Life Center. Payments for Dynamo private lessons should be made at the time of delivery of the lesson.