



Dynamo Swim School – Frequently Asked Questions About Registration

1. How does Dynamo Swim School Registration work?

Dynamo Swim School Registration is perpetual, month to month enrollment. Students remain enrolled for year-round swim school instruction. New enrollments begin with the first full week of each month. Swim School tuition fees are recurring and charged monthly based on enrollment not attendance. Fees are posted at the first of each month. During the registration process a credit card is provided for the billing of monthly swim school tuition fees.

2. How do I register for lessons?

- The registration process is dependent upon the location of your lessons.
 - Agnes Scott: Registration is available on-line only.
 - Alpharetta: Registration is available on-line only.
 - Buckhead: You must register on-site at the Family Life Center.
 - Chamblee: Registration is available on-line only.
 - City of Decatur - Oakhurst Pool: Registration is available on-line only.
 - Dunwoody: Registration is available on-line only.

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

- You can choose to be wait-listed until space in the class you want becomes available or you can select another class.

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

- No. Our on-line registration system is not equipped to handle coupons. If you have a coupon, please communicate and provide the coupon to the facility site director prior to starting lessons.

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

- No. Our on-line registration system is not equipped to redeem Dynamo Swim School credits. If you have a credit, please communicate and provide the credits to the facility site director prior to starting lessons.

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

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

7. How do I withdraw a student(s) from monthly enrollment at Dynamo Swim School?

- To withdraw a student from the Dynamo Swim School program, families must send an e-mail to dsswithdraw.dynamo@gmail.com by the 15th of the month to be withdrawn at the end of that month. Withdrawal notices should have the student name, class day and time, class location, and the reason for program withdrawal. Withdrawal requests received after the 15th of the month will take effect at the end of the next month or be subject to an early withdrawal fee.

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

- Site Directors 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.

9. 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.

10. 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 enroll a student in one of our classes to you, we do not provide it to another person. Dynamo Swim School does not provide credits or make-up lessons for classes missed due to other activities.

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

- Dynamo Swim School does not provide refunds, credits or make-up lessons for classes missed due to illness.

12. 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 space available first-come, first-served basis.