



# Raleigh Swimming Association

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www.swimrsa.org

## Wahoo Swim Academy

### Frequently Asked Questions

- **What is the refund / cancellation / makeup policy?**
  - You can view WSA's refund, cancellation, and makeup policy: [here](#).
- **What is your inclement weather policy?**
  - We adhere to general lightning safety recommendations: "to err on the side of safety by asking patrons of both indoor and outdoor [pools] to leave the water immediately... until 30 minutes after the last lightning sighting or thunder sound."
  - Due to the unpredictable nature of storms, there will be times when lessons are not cancelled until the last minute. We will notify you as soon as possible and you will receive an email and/or text message (if verified) if lessons are cancelled.
- **What do I need to bring?**
  - A bathing suit and a towel. If you have goggles, then we recommend that you bring them. We also have extra goggles that participants can use during lessons.
- **Are parents/guardians allowed to be on deck during the lessons?**
  - No, parents/guardians are not allowed to be on deck. You can either wait in the hallway and watch a live feed of the pool or wait outside the fence and watch from near the picnic table.
- **Do I need to stay at the facility for the lesson?**
  - We recommend that you stay, but we only require that parents of children under the age of 5 stay in the hallway or outside the fence for the lesson so that you are available to help your swimmer go to the bathroom or in case of an emergency.
- **Can someone else bring my participant to their lesson(s)?**
  - Yes, your participant can be accompanied by a guardian rather than a parent. The same guidelines from the previous question apply in such a situation.
- **Are there any classes where a parent/guardian needs to be in the water?**
  - A parent/guardian is only allowed and required to be in the water for Rays classes (17-23 months).
- **Why are all participants under the age of 4 required to wear rubber pants?**
  - We require it, regardless of whether the participant is potty trained, to reduce the likelihood of accidental fecal releases (AFRs). AFRs can result in a closure of up to 24 hours to sanitize the pool, so we take this extra precaution for everyone's safety as well as to reduce the potential disruption to programming.



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- **How do I view my classes on the website?**
  - You can view classes that you have signed up for by signing into your account [here](#), clicking on “My Account”, clicking on the “Members” tab, selecting a member, and then clicking on the “Classes” tab.
- **What can the credit on my account be used towards?**
  - Credit can only be used towards purchasing additional full sets of lessons. Credit cannot be used to schedule individual makeup lessons.
- **Can I and/or my other children swim while we wait?**
  - No, we don’t have availability for open swim. Our pools are for scheduled swim lessons and swim team programming.
- **Does the facility have showers?**
  - Yes, the men’s and women’s locker rooms both have showers. RSA’s Locker Room and Bathroom Policy can be found: [here](#).
- **If my participant has been recommended for a swim team evaluation after lessons, then what is the process?**
  - If a lesson instructor has recommended that your participant is ready for a swim team evaluation, then you can reach out to set up an evaluation with our swim team coaching staff by sending a message to [eval@swimrsa.org](mailto:eval@swimrsa.org).

If you have any questions that aren’t addressed here, then please reach out to us at [wsa@swimrsa.org](mailto:wsa@swimrsa.org) and we will be happy to help!