

# Physique Swimming

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## Parent Guide

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# 1. Welcome!

Welcome to Physique Swimming, we're excited to have you with us! This guide was created to help you feel prepared and confident as your swimmer begins their journey in the water. Inside, you'll find the essential information you need — what to expect on your first day, how our classes are structured, our safety practices, and the policies and procedures that help our program run smoothly. Our goal is to make your experience clear, enjoyable, and stress-free while giving you the tools to support your swimmer's growth every step of the way.

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## Our Mission

### **What drives us.**

To prevent drowning by spreading water safety awareness and promoting equitable access to pools and waterfronts. We believe swimming is essential to a healthy, active, and well-balanced life and are dedicated to providing our swimmers and team members with a safe, inclusive, and comfortable environment for learning and growth. Our talented and passionate teachers use our unique teaching method and dynamic, skill-oriented curriculum to transform beginners into expert swimmers and instill a lifelong love of water.



# Core Values

What we stand for.

## Water Safety

Prioritizing the prevention of drowning through education and equitable access.

## Inclusivity

Creating a welcoming and supportive learning environment for all swimmers and team members.

## Excellence

Striving for excellence in our teaching methods, curriculum, and training.

## Empowerment

Providing high-quality instruction and staff training to foster a love of the water.

## Community

Building a strong and supportive community of swimmers, families, and staff.

## Well-being

Promoting well-being through swimming as part of a healthy, well-balanced life.



## 2. Facility Information

Things to know before you go.

Location:	Address:
<b>Bowling Green</b>	Leman Prep Upper School 25 Greenwich St New York, NY 10005
<b>Financial District</b>	Leman Prep Lower School 41 Broad St New York, NY 10004
<b>Harlem</b>	Dunlevy Milbank Center 14-32 W 118th St New York, NY 10026
<b>Upper East Side</b>	Yorkshire Towers 305 E 86th St New York, NY 10028
<b>The Bronx</b>	BronxWorks CMCC 1130 Grand Concourse The Bronx, NY 10456

# Pool Features

Just like New York City , each of our locations has its own unique character. Pool features such as layout, maximum depth, length, number of lanes, stair entry, and diving blocks may vary by site.

Every Physique Swimming location is equipped with changing rooms, showers, restrooms, and seating areas where parents and caregivers can observe classes.

All indoor pools are heated and maintained within a warm, comfortable range of **84–88°F**. While the exact temperature may vary slightly by location, this range supports safe movement, focused learning, and an overall positive swim experience.

## **For additional facility-specific information including:**

- Directions
- How to Enter
- Operating Hours
- Directions
- Available classes & schedules
- Pictures

Visit us online at [physiqueswimming.com/locations](https://physiqueswimming.com/locations)

### 3. On-Site Procedures

What to expect when you arrive.

<b>When to Arrive</b>	Arrive 10–15 minutes before your class to allow time for check-in and changing. To keep transitions smooth and prevent crowding, please avoid arriving more than 15 minutes early.
<b>Checking In</b>	Check in with a team member on deck when you arrive. If all team members are assisting swimmers, get changed then to the pool deck to check in.
<b>Waiting Areas</b>	To ensure smooth class transitions and a safe pool deck, do not crowd the pool deck or edge and keep all entry and exit points clear.
<b>Observing Class</b>	Seating is available on the pool deck for observing class.
<b>Dismissal</b>	Swimmers are dismissed from class directly to a parent/caretaker. Please ensure an adult is present at dismissal to resume care of your child.

## 4. What to Bring

Required items for successful swimmers.

### Parent-Child swimmers



- ☐ Swim Diaper
- ☐ Bathing suits for parent & child
- ☐ Towels
- ☐ Sandals or slippers
- ☐ Cap & goggles not required but long hair must be tied back.



To ensure the health and safety of all participants & staff, all swimmers under 3 years of age or who are not fully toilet trained are required to wear a swim diaper with a snug fitting bottom over.

### Youth Swimmers (3 years +)



- ☐ Bathing Suit
- ☐ Towel
- ☐ Swim Cap
- ☐ Goggles
- ☐ Sandals or slippers



## Adult Swimmers (18 years +)



- ☐ Bathing Suit
- ☐ Towel
- ☐ Swim Cap
- ☐ Goggles
- ☐ Sandals or slippers
- ☐ Lock if you wish to secure your items

To maintain a respectful, family-friendly environment across all Physique Swimming locations, we ask all adult swimmers to follow the guidelines below when selecting swimwear for lessons, lap swim, and open swim sessions. **To view our complete dress code policy, visit [physiqueswimming.com/adults](https://physiqueswimming.com/adults).**

## First Time Swimmers



It's common for new swimmers to feel hesitant, emotional, or overwhelmed during their first few lessons. Our team is equipped to guide swimmers through this adjustment safely and at their own pace. Tears, clinging, or resistance are normal and often short-lived!

## 5. Safety & Supervision

Your safety is our top priority.

### Pool Rules



- No disruptive or unsafe behavior.
- No Running.
- No Shoes.
- No Strollers, Bikes, or Scooters.
- No Eating or Drinking.
- No Glass.
- No Changing on the pool deck.
- No unsupervised swimmers in the water.
- Swimmers over the age of 6 must use same-sex locker rooms or family-changing facilities.

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### Supervision & Staff Training

Your swimmer is supported by a team of trained professionals who prioritize safety and quality instruction.

All sessions are actively monitored by American Red Cross certified lifeguards to ensure a safe environment. Physique Swimming instructors and lifeguards receive ongoing training in water safety, teaching techniques and emergency responses. On-deck managers provide guidance and oversight during lessons, ensuring a safe environment and a positive experience for swimmers and families.

## 6. Class Information

### Class Levels

Physique Swimming classes are organized into progressive levels designed to build confidence, safety, and strong swimming skills over time. Each level focuses on specific skill goals, allowing swimmers to advance at a pace that matches their comfort, readiness, and development. Instructors continuously assess swimmers during lessons to ensure they are placed in the level that best supports their growth.

**For more info on our class levels including course descriptions, key skills visit [physiqueswimming.com/swim-lessons](https://physiqueswimming.com/swim-lessons)**

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### Equipment & Teaching Aids

Instructors use a variety of age-appropriate and safety-approved equipment to support skill development and confidence in the water. Tools such as teaching platforms, kick boards, fins, noodles, and submersion toys are used intentionally to help swimmers practice specific skills, build strength, and stay engaged during lessons. Equipment is introduced gradually and used only when it supports a swimmer's readiness and learning goals. All equipment is regularly cleaned, inspected, and selected with safety as the top priority.

## Class Ratios

These ratios reflect our instructional goals and the class sizes we plan for. Class size may vary slightly due to enrollment or scheduling needs. Regardless of class size, lessons are always staffed to ensure safety, focused instruction, and a positive learning environment.

<b>Me &amp; My Shadow (Parent–Child)</b>	<b>6:1</b>
<b>Beginner 1 &amp; 2</b>	<b>4:1</b>
<b>Advanced 1 &amp; 2</b>	<b>5:1</b>
<b>Swim Team Prep</b>	<b>6:1</b>
<b>Adult Levels</b>	<b>6:1</b>

# 7. Progress & Attendance

## Attendance

Attendance is tracked through iClassPro for all enrolled swimmers. Parents can view attendance and absence records at any time by logging into their iClassPro account and selecting My Account from the dashboard. This allows families to easily track attendance, absences and manage make-up classes when needed.

If you know in advance you are going to miss your class, **Future Absences** can be logged through your iClass Pro account, and make up tokens will be issued for those absences.

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## Make Up Tokens

When a swimmer is marked as absent, a make up token will be issued to your iClass Pro account automatically. Make up tokens can be redeemed through the customer portal for a single day enrollment aka make up class. Make up tokens expire 30 days after the date of issue.

Once a make-up token is applied, it is considered redeemed. If you need assistance or need to make a change, please contact us right away.

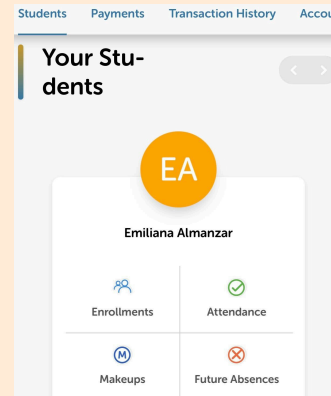
### About Make Up Tokens



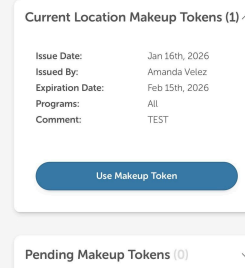
Make-up tokens are time-sensitive and expire 30 days after issue. This policy helps maintain consistent class sizes and instructional quality for all swimmers. We recommend scheduling make-ups as soon as a token is issued.

## How To Redeem a Token:

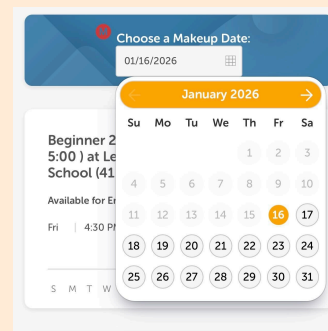
1. Log into the iClassPro Customer Portal and tap **My Account**.
2. Select your student.
3. **Tap Makeups.**



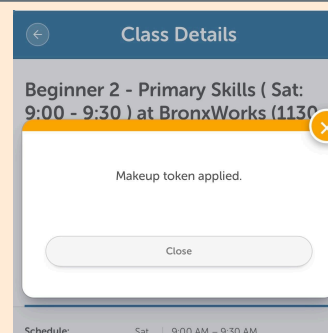
4. Tap Use Makeup Token.



5. Choose a date and select an available class. Toggle program and session options if needed.
6. Tap **Use Makeup Token** to confirm.



7. Once the token is applied. The class will show in your portal & the token will move to **Spent Makeup Tokens**.



## Progress Updates & Reports

Progress is evaluated continuously throughout classes and formally twice a semester. Parents are always welcome to reach out to the management team with questions about their swimmer's development at any time.

### On Progress



Progress is not linear & a swimmer may repeat skills across multiple lessons or appear to plateau before a breakthrough. This is a totally normal and expected part of skill development!

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## Skills Trees & Evaluations

Our curriculum follows a skill tree structure, meaning swimmers work toward mastering specific skills within each level before moving forward. This approach ensures skills are built safely, sequentially, and with confidence—without rushing progress.

Each class level has a skill tree that follows a logical progression of skills, designed to build on one another. Evaluated skills and swimmers progress along the skill tree will be visible through the Customer Portal under **Skill Evaluations**.

## Skill Rating Guide

★	Keep Trying!
★★	Still Learning
★★★	Skill Accomplished

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## Level Completion & Promotion



Level completion requires a ★★★ (Skill Accomplished) rating on all skills. Once a swimmer has achieved this a Level Complete certificate will be issued electronically, and they are welcome to progress to the next level course.

### Keep in Mind



All swimmers progress at a different pace based on age, comfort, experience, and learning style. Comparing swimmers — even siblings — almost always leads to unnecessary frustration. It is common for swimmers to repeat levels!



## 8. Scheduling & Closures

### Session Dates

Classes will meet on all scheduled days except during planned closures, which are already excluded from session dates and pricing. A current list of session dates and planned closures is always available at [physiqueswimming.com](https://physiqueswimming.com)

#### To View Session Dates:

1. Select **Schedules** from the navigation bar.
2. Choose your location.
3. Tap **Session Dates & Closures** to expand.



## Planned Closures

Physique Swimming is always closed on major holidays including:

- Thanksgiving
- Christmas
- Independence Day
- Easter

**These dates, along with any other planned closures, are excluded from our session dates and semester pricing.** You are not charged for those dates and classes will not meet and make-up classes are not necessary.

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## Unplanned Closures & Cancellations

The safety of our swimmers and staff comes first, and occasionally circumstances like facility repairs, water chemistry concerns, or severe weather may require an unplanned closure. If this occurs, we will notify families by email and text message as soon as possible. A makeup token will be added to your iClassPro account for any missed class. Refunds are not provided for unplanned closures; a makeup token will be issued for any missed classes.

## 9. Communications

### How we reach you.

We use a variety of communication channels to ensure families receive timely updates, important notices, and emergency information. To stay informed, please make sure your contact information and preferences are up to date in your iClassPro account.

### Text Messages (SMS)

Text messages are primarily used for **urgent** or **time-sensitive** updates, including:

- Unexpected closures
- Inclement weather alerts
- Same-day schedule changes

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### Email

Email is used for **general communication**, such as:

- Program updates and announcements
- Schedule reminders
- Policy updates
- Session and enrollment information



If you are not receiving emails from us, please check your junk folder, and confirm the contact information on your iClass Pro account is correct.

## Phone

We generally use phone calls for sensitive matters or situations that require direct communication or real-time clarification. For general questions or scheduling requests, please contact us by email or text so we can route your message appropriately and respond promptly.

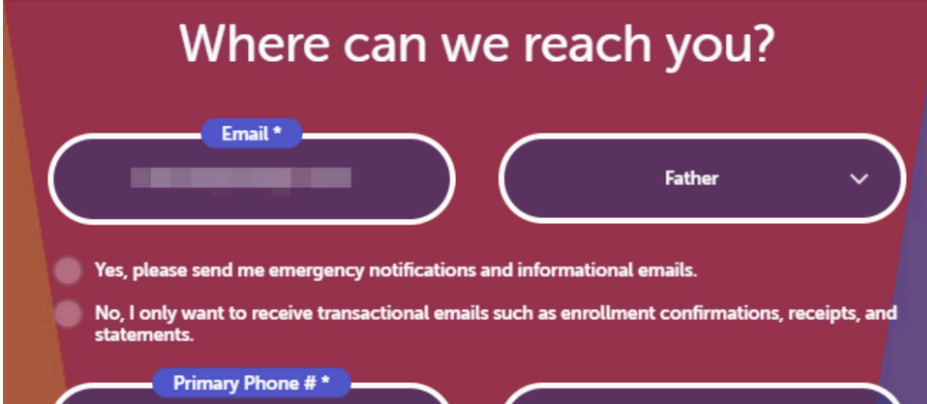
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## iClassPro Notifications

Our team sends important **emails and text messages** through iClassPro including emergency notifications and informational messages.

You must be opted in to receive these communications. When creating your iClassPro account, you will be prompted to opt in to:

- Email notifications
- Text message (SMS) notifications



The screenshot shows a form titled "Where can we reach you?" with a maroon background. It features two input fields: "Email \*" and "Father" (a dropdown menu). Below these fields are two radio button options: "Yes, please send me emergency notifications and informational emails." and "No, I only want to receive transactional emails such as enrollment confirmations, receipts, and statements." At the bottom, there is a "Primary Phone # \*" input field.

Families with existing Customer Portal logins can update their preferences at any time by navigating to **My Account → Account Information**, then selecting the email address or phone number they wish to update.

## Online Resources

Many commonly asked questions can be answered online in just a few clicks. We encourage families to use our website as a first stop for up-to-date information and quick access to helpful tools.






### Available at [physiqueswimming.com](https://physiqueswimming.com)

- Make up & Attendance records
- Progress Reports
- Facility Info & Directions
- Session Dates & Closures
- Level Descriptions
- Policies & FAQ
- Live Chat Support

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## Social Media

Follow us on social media to stay updated on news, events, and special offers—and share your swimmer's journey with us. We love seeing your perspective—feel free to tag us!

	<a href="https://www.instagram.com/physiqueswimming">@physiqueswimming</a>
	<a href="https://www.facebook.com/PhysiqueSwimming">Physique Swimming</a>
 TikTok	<a href="https://www.tiktok.com/@physiqueswimming">@physiqueswimming</a>

# 10. Contact Information

How to reach us.

## Customer Support:

For questions about scheduling, makeup classes, or general assistance, our main office and customer support team can be reached at:

<b>Phone (call or text)</b>	212-725-0939
<b>Email</b>	<a href="mailto:info@Physiqueswimming.com">info@Physiqueswimming.com</a>
<b>Website</b>	<a href="http://physiqueswimming.com">physiqueswimming.com</a>

For immediate support, visit our website to access **live chat assistance**.

## Language Support & Accessibility:

Our website offers a translation tool that allows the content to be viewed in many languages & we are able to assist Spanish-speakers through select members of our customer service team. These resources are provided to improve accessibility however, English remains the primary language for all official communication, policies, and program details.

# 11. **Policies & FAQ**

Helpful guidelines & common questions.

## **Make Up Classes**

Make up classes are available in the event you miss your regularly scheduled class and are managed through the Customer Portal. Swimmers marked as absent will automatically be issued a make up token which can be redeemed through the customer portal for a single day enrollment.

Make up tokens expire 30 days from the date of issue.

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## **Refunds**

All sales are final at the time of registration. Tuition and course fees are non-refundable once enrollment is completed. Families are responsible for ensuring that the selected class fits their schedule prior to registering.

Refunds will not be issued for missed or unused classes due to student absence, schedule changes, or cancellation.

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## **Cancellations**

To drop a class or place your enrollment on hold, please contact us by phone or email. Any remaining tuition will be issued to your iClassPro account as a credit and may be applied toward a future enrollment.

Refunds or credits are not provided for missed or unused classes resulting from class drops or student absences.

## Late Arrival

We understand that delays happen. For safety and instructional flow, swimmers who arrive late may not be able to join a class once it has started. If space and staffing allow, we will place the swimmer in a later class or schedule a make up class.

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## Sick Swimmer

For the health and safety of all swimmers and staff, swimmers who are feeling unwell should not attend class. Keep your swimmer home if they have a fever, vomiting, diarrhea, a contagious illness, conjunctivitis, or any symptoms that could put others at risk. Swimmers with unexplained rashes, open cuts or wounds, should not swim until the area is fully healed.

If a swimmer arrives visibly ill or becomes ill during a lesson, our staff may ask that they be removed from the pool for the safety of the group.

**When in doubt, keep your swimmer home.**

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## Media Policy

Occasionally, our team may take photos or videos during classes or events for social media, training or promotional purposes. These images help us share our program and celebrate our swimmers. We are always mindful of safety and privacy, and images are never used to identify individual children by name.



## Frequently Asked Questions

<b>Do I have to take my shoes off?</b>	Yes, shoes are prohibited on the pool deck and must be removed. We recommend bringing sandals for your swimmer and yourself. If you prefer to leave your shoes on, you can wait in the hallway waiting area.
<b>Do I need to stay on-site during lessons?</b>	Yes, parents or caregivers must remain on-site for the duration of their child's lesson in case of emergency.
<b>What if my swimmer cries ?</b>	This is totally normal! Especially for younger swimmers or first-time participants. Most swimmers settle in within the first few lessons as they build trust, confidence, and familiarity. We recommend giving it a few tries to get adjusted to the experience.
<b>How do you decide what level my child is placed in?</b>	Placement is determined by age, comfort, and swim skills relative to the course curriculum. We may recommend level changes as skills to ensure safe and effective learning.

<b>My swimmer is in the wrong class!</b>	Not to worry! Reach out to us and we can fix that. We are happy to make any necessary adjustments to your enrollment to ensure your swimmer is in the proper level.
<b>Can I request a specific day, time, or instructor?</b>	Requests will be considered based on availability. While we cannot guarantee specific instructors or schedules, we do our best to accommodate family preferences whenever possible!
<b>Can I switch days/times?</b>	Yes. Class transfers must be requested in advance through the Customer Portal. While class transfers are not guaranteed, we will do our best to accommodate all requests.
<b>Do you offer private lessons?</b>	We offer private and semi-private lessons for swimmers of all ages & abilities. Availability varies, please contact us directly for current offerings.
<b>How long are classes?</b>	Classes are 30 or 60 minutes and designed to match swimmers' age, attention span, and learning needs.

<b>How do I communicate with instructors or staff?</b>	For safety and focus, instructors are not able to answer questions or address concerns during lessons. All questions, scheduling requests, or concerns should be directed to our on-site management team or office through our main communication channels.
<b>Can I take photos/videos?</b>	Photos and videos of your swimmer during class are permitted but we kindly ask that you are mindful of the privacy of the other swimmers and staff. Photos/videos are prohibited in the locker rooms and changing areas.