

Dolphins of the Desert Swimming Academy's Online Private Lesson Scheduling System Step-by-Step Resource

1. Get pre-approved for scheduling by calling 520-891-8914 or 520-891-8923.
2. Then, navigate to: <https://dolphinsofthedesert.timetap.com>
3. If you have been a student with Dolphins of the Desert in the past or if you are a new, pre-approved student, select "Register as a New User." If you are a returning student, the new scheduling system will recognize you, if you use the same email you used with the old scheduling system.
4. If you already have a password with the new scheduling system, click "login."
5. Private lessons are 30-minutes in duration. To schedule your private lesson(s), click on "Book a Private Lesson" if you already have lesson credit(s). However, if you do NOT have lesson credits, select "packages" above and make a package purchase for your scheduling needs. Once successfully purchased, you can begin scheduling your credits by clicking "book private lessons."
6. Now, select the arrow next to the facility you would like to schedule at.
7. Then, click on the arrow next to your desired or pre-approved instructor (some instructors teach at multiple locations, so be sure to view their availability at other locations if you wish).

8. After you have selected your instructor, you are now on the scheduling webpage for that instructor. Select the date, then select the specific time you'd like.
 9. If you want to book multiple privates in the same login, with the same instructor at the same facility, select other time(s) on the same date or on other date(s), BEFORE clicking "next."
 - 9.a) If you want to book multiple privates with different instructors &/or at different facilities, in the same login, click here for a supplemental guide: <https://www.dolphinsofthedesert.com/wp-content/uploads/2024/12/Multiple-lesson-scheduling.pdf>
 10. If you are a first-time user with the new scheduling system, you will be asked to review and consent to the liability waiver. If you are a returning user, click "save" below the waiver.
 11. On the next screen, select "pay now." You may redeem valid credits at this time by clicking "redeem with package," for each booking.
 12. Your lesson(s) will be not be confirmed until you successfully checkout. After you've successfully checked out, you can logout or view your bookings by selecting "My Lesson Scheduling Account," then "View Private Lessons." Lessons that are confirmed are listed as "open" until they are completed.
 13. For help with scheduling or for other questions, please write an email to info@dolphinsofthedesert.com or phone 520-891-8914 and thank you!
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Dolphins of the Desert Private Lesson Policies↓

- ❖ All private lesson bookings are pre-paid, either with a lesson credit(s) or thru a credit/debit card purchase.
- ❖ Lesson credits are interchangeable, good at any facility, on any 30-minute booking, with any instructor.

- ❖ We do not offer group swimming lessons.
- ❖ One scheduling account for the entire family is preferred.
- ❖ Confirmed bookings inside the scheduling system are called “open” until they have taken place.
- ❖ If you cancel or re-schedule a lesson greater than 24 hours in advance, the scheduling system automatically calculates and applies your lesson credit back to your account or, in the case of re-scheduling, to another lesson.
- ❖ If you try to cancel your lesson LESS than 24 hours in advance of the date & time of the lesson, the scheduling system will not allow you to do so. An administrator can cancel the booking internally, re-crediting your account; however, for compelling reasons only.
- ❖ If you need to cancel or re-schedule a confirmed lesson, there is no penalty to do so greater than 24 hours in advance of the date & time of the given lesson.
- ❖ For non-members of La Paloma Country Club or Westward Look, you may use the restrooms adjacent those pools for changing and restroom needs. However, bring your own towel and use only the outside showers at these facilities. You may stay only for the time of the lesson at these locations. Be sure your instructor is on deck before getting into the water at La Paloma or Westward Look.
- ❖ Dolphins of the Desert pays all facility fees associated with lessons. For lessons at the Oro Valley Aquatic Center, do NOT pay the usage fee once you arrive for your lesson.
- ❖ Lesson credit packages expire 3 years from the date of purchase and are not renewable, refundable and cannot be re-credited.
- ❖ There are a limited number of private students we accept between the ages of 3 ½ and 6. Call 520-891-8914 for pre-approval, before scheduling.
- ❖ We teach persons 3 ½ and older, including the elderly, as well as persons with developmental and physical limitations. However, for each new student, pre-approval is needed before scheduling.
- ❖ If you desire semi-private lessons, up to two students in the same lesson, we ask similar age and similar level. The cost of a semi-private is the same as a private; however, pre-approval for a semi-private is required from your instructor.
- ❖ Helicopter and bulldozer parents are discouraged. However, parents & guardians are encouraged to watch private lessons and may be invited by the instructor to walk along the pool deck or come to the edge of the deck or even assist in-water, in rare cases. Otherwise, please remain seated during the private session for your child.
- ❖ During hot weather, ask for your instructor’s assistance getting into a safe, air-conditioned space.
- ❖ Dolphins of the Desert Swimming Academy reserves the right to refuse service to anyone, for any reason.
- ❖ For assistance with scheduling privates or for information on other programs of Dolphins of the Desert, phone 520-891-8914.