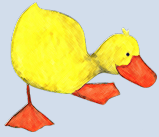


FAQ - Quietschenten am Müggelsee

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FAQ - Quietschenten am Müggelsee

1. Which course is right for my child?

We offer our water fun courses for babies, toddlers, and children up to 5 years old. Over the years, we have observed that children of all ages really enjoy splashing around.

Baby swimming is suitable for children **aged 3 to 12 months**. Our weekday courses are held with only one person and a baby in the water. On weekends, the courses are planned with 2 people and a baby in the water.

If your child is **over one year** old at the start of the course, you should register for the toddler swimming course instead - it's the same wonderful time in the water, just not called baby swimming anymore.

The toddler and children's swimming courses are held with only one person and a child in the water.

From the age of **1 year**, we recommend booking the toddler swimming (**Kleinkindschwimmen**) course. In this time slot, the children are up to **2,5 years old**.

For **children aged 2,5-4 years**, our children's swimming (**Kinderschwimmen**) courses are ideal for water fun. We guide parents and children through our corresponding course concepts in their respective age groups, using a variety of materials and offering different games. With a course size of 5 children, we can often accommodate individual wishes and special requests.

2. Accompanying persons?

In all swimming courses, each child must be accompanied by an adult in the water. The baby courses on weekends are planned with a baby and 2 accompanying persons in the water. Of course, you can also splash around alone with the baby in the water. On weekdays, the courses are always planned with only one person and a baby in the water. Please understand that all spectators can only watch from outside the premises, i.e., at the large window on the street side.

3. Can I reschedule my course?

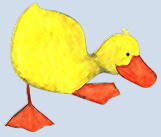
Unfortunately, we cannot offer rescheduling from one booked course to another time period. Due to the size of the rented pool, we can only offer fixed courses that must be fully booked. If the booked course cannot be attended, it must be canceled, and the course fee will be refunded minus the cancellation fees. Canceling a course place means that we have to replace the old place with another family, which sometimes doesn't work. Then the entire course fee is missing, and the course must be canceled. After canceling the course, it is of course open to anyone to register online for a new course. A cancellation fee of €20.00 applies to canceling the booked course place. For late cancellations from 14 days before the course starts, the entire course fee must be paid.

4. Starting the course together with friends?

In this case, you should arrange to select the same course at the same time. Then the likelihood is very high that you will be registered for the same water fun.

5. Are photos taken?

We usually have a camera with us in our courses and take some nice moments. This is particularly impressive when underwater photos are taken. All photos are made available



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as a Dropbox folder for the participants of each course and uploaded approximately every 3 weeks. At the latest, however, all photos are available at the end of the course. The photos are a nice addition to our offer and are not part of the contract, i.e., if it is not possible for the course leader to photograph each child, for example, for technical reasons, we ask for your understanding. Of course, taking photos and uploading them to Dropbox is voluntary and can also be opted out.

6. Missed sessions - make-up sessions?

The pool size only allows for a maximum course size of 5 children, so we can only offer a rigid course schedule with fixed dates and participants. This means there are no make-up options for missed sessions and no refunds. A nice way to still make use of missed course time is to transfer these sessions to another family, perhaps friends. This is very simple; you don't need to inform us, just pass on the course plan to the other family, and we are happy for every course participant. We hope the conditions are understood and kindly ask to refrain from further requests and individual wishes regarding this matter.

7. Refunds?

A missed session cannot be made up for and will not be refunded. However, you can send a substitute, e.g., a friend who wants to use your session. If there is a short-term cancellation by Quietschenten or other restrictions, such as pandemic-related ones, there are also no refunds, but make-up sessions will be offered.

8. Course registration?

The contract is legally binding if the course fee is received in the specified account within one week. Otherwise, the place will be reassigned.

9. Withdrawing from the course?

A cancellation fee of €20.00 applies to canceling the booked course place. For late cancellations from 14 days before the course starts, the entire course fee must be paid.

10. Dividing weeks differently than offered?

Unfortunately, we cannot offer this because with a maximum of 5 participants per course, it is not possible for us to offer individual reassignments.

11. Using part of the course and getting a refund for the other part?

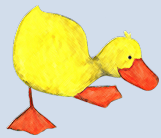
We also have to answer this question with "No."

12. Trial sessions

The size of the pool with 5 children plus a parent and the movements before and after swimming in the surrounding premises really leave no room for additional guests, so trial sessions are not possible. One option is to watch through the window during the courses. Another option is to book the course leader and the pool for 30 minutes before or after existing courses by individual arrangement, which costs €75.

13. What happens during a children's swimming lesson?

Our shared water fun starts with all participants coming together and greeting each other. Some children recognize each other and are happy to see each other, and the same feeling sometimes arises among the adults ;-) Then a joint movement round is accompanied by a song. This is followed by the distribution of different materials and



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toys each week, which encourage the children to increased activity and thus movement experience in the water. Older children receive small exercises and tasks that ideally feel like fun games and are happily participated in. For babies, gentle dive preparation is an option, which is of course voluntary, and always with the utmost importance that each baby feels comfortable.

14. My child is already 5 years old

The rented pool is really only suitable for a course size of up to 5 children aged up to 4 years with a parent in the water. Older children need much more space with their long legs and quick movements. We have tried to accommodate similar requests, and in most cases, it has proven unfavorable for all participants. However, we can recommend Steffen Reichelt with his seahorse courses, who also rents the same pool in Rahnsdorf: <https://schwimmenindresden.de/anmeldung-seepferdchen-rahnsdorf/> or Tel: 0172/3404392.

15. Do courses take place during holidays?

Yes, our courses take place all year round on all days (except between Christmas and Easter), and there is no holiday break.

16. Are there any other courses than those available online?

Yes, our courses take place all year round on all days (except between Christmas and Easter), but we can only plan one after another. If you are looking for a date whose period is not yet visible online, you have to be patient and keep checking until the period is visible. We cannot process pre-registrations for later courses. If you are looking for earlier courses than those shown on the website, they are already fully booked, and there is no waiting list.

17. Special rules during the pandemic?

Current regulations always apply and can be found at: <https://www.berlin.de/corona/> zu finden sind.

18. Procedure before and after the course:

We ask all participants to enter the entrance area no earlier than 10 minutes before the course starts, as the changing area is needed by the previous course until then. Each participant is required to arrive with swimwear under their street clothes, as this only takes a maximum of 5 minutes from the entrance door through the changing room to the poolside. For changing the babies, mats and waterproof containers are available in the course room (detailed information is always provided before the course starts). There is only one shower available, which is sufficient for the maximum of 5 participants if everyone quickly rinses off in their swimwear before and after the course. This means that hair washing and other grooming habits should be done at home. After showering, it goes directly through the changing room towards the exit. All swimmers are urgently requested to leave the premises as quickly as possible and to enable the next course to enter by adhering to the 20-minute time limit for changing and leaving the changing room

19. Vouchers:

We are happy to send out gift vouchers for our children's swimming courses. Just send us an email, and we will provide you with the information.