

Condo / Apartment / House Access Instructions

Access Instruction

We understand that not all Instructors have ever entered into Condo Building. Here are the Instructions to prevent and minimize errors of miscommunication with Residents.

1. If travelling by vehicle, when entering the condo, please be respectful to all condo units and follow guidelines and procedures.
2. In some condos, in which they have concierges, you will need to get a daily pass from the front desk, give your car license plate and the first unit number to whom you will be providing swimming lessons, and display it on top of the dash to prevent getting towed or parking violation warning.
3. Before entering the parking lot, if required, find out the buzzer code of the unit # the resident lives in.
4. Once Buzzed, please enter safely and wait until the gate closes before entering the parking lot for available parking.
5. Follow the procedures to meet with the Resident and follow the change room and get ready for lessons.
6. All Instructors should have at least some teaching tools to bring when providing swimming lessons. *If no equipment, AQUASTAR will lend out tools such as swimming dumbbells and toys to instructors, but they will have to pay a damage deposit*
7. When all lessons are finished, please coordinate with the last client on how to return back to the parking lot or exit the building.
8. Please be respectful at all times when teaching in the pool with other residents. Be on your best behaviour when you are in the condo, whether you are in the pool or not. If a student accidentally bumps into another patron, please politely apologize to show that we respect the tenants.
9. All Instructors must be in the pool teaching swimming lessons at all times. If you need to go to the washroom, please notify the parents of the short leave or wait until the end of class. Students should never be left unaccompanied.
10. If you have any client questions that you cannot answer, please help the resident or client get in touch with AQUASTAR and we will help. Thank you