



# Swimming Lessons

## Frequently Asked Questions

**How long are your swimming lessons?**

Our swimming lessons are 30 minutes long.

**How many children are there in a class?**

There are a maximum of 10 in a class for stages 1 and 2, and 12 in a class for stages 3-7.

**When do lessons take place?**

Lessons take place on weekdays between 4:00 pm – 6:50 pm, and all day on Saturday.

**What age can my child start swimming lessons?**

Your child can start stage 1 at five years old. We also offer Parent and Toddler sessions in the daytime. These classes are for babies, toddlers and children under five.

**How much are the lessons?**

Lessons are £49.50 for a block of six. You need to pay for a block of lessons all at once.

## How do I pay for lessons?

All lessons to be paid in advance. We accept payment via debit/credit card or cash. We will also accept payment by BACS. Payments must be made within the block to ensure the lesson place is retained. Failure to pay within the block will result in your child being taken out of lessons.

## Can I get a refund or freeze payments if my child misses a session?

No refund or credit is given for any missed session due to general illness, late arrival or non-attendance unless supported by a GP letter.

We do not allow customers to freeze lessons payments and their child retains their space, apart from medical reasons.



## What can I expect from the lessons?

Our programme follows the 'Swim England Learn to Swim' syllabus from stage 1 beginners to stage 8 where your child will be a competent swimmer.

We thrive on providing safe, fun and engaging lessons so that each child enjoys their swimming journey and improves their confidence in the water.

## Do you have a waiting list for your lessons?

Our waiting lists vary in length depending on the stage. We will advise you of the current situation when we reply to your query.



## It is my child's first lesson, what do I do and where do I go?

When you come into the building go to reception and tell the receptionist the name and we will mark you down on the system. You will then be asked for your first payment. You can then proceed to the changing rooms preparing them for their first lesson. It is important that you check-in at reception before every lesson.



## How do I prepare my child for the lesson?

Please drop off your child just before the lesson is due to begin. If you arrive too early, you will be asked to wait outside due to safety reasons. We recommend that your child arrives 'beach ready' with their swimwear already on which will speed up the process of getting them ready for their lesson.

### Don't forget:

- **Appropriate swimwear**
- **No jewellery**
- **No armbands or other buoyancy aids, Zest provides all the necessary equipment for your child's lesson. Some children however may prefer to bring their own woggle.**

Please ensure your child hasn't eaten anything substantial before the session and encourage them to use the bathroom beforehand to minimise disruption to the lesson.





## Can I watch my child swimming?

We do not allow parents on the poolside, due to safety reasons. Please drop off your child just before the lesson is about to begin. To ensure your child gets the most out of the lesson please make sure they are changed and ready to join straight away.

Please wait in the library area whilst your child is having their lesson. If your child is over eight you may leave the building but we advise that you stay close in case we need to get in touch with you.

We do not allow you to wait in the changing area during the lessons.



## Do I have to get in the water with my child?

No, you will leave your child in the capable hands of our instructors.

## **What if my child is late for the lesson?**

There will be no entry permitted for the lateness of 10 mins or more and the lesson will still be charged.

## **What do I do when the lesson has finished?**

Please return to the changing area to be ready to collect your child no earlier than five minutes before the lesson finishes. For safety reasons, please do not come onto the poolside whilst waiting for your child at the end of lessons. Communal showers are available, please ensure that children remain in their swimwear for showering.

## **Who are the swimming instructors?**

All swimming instructors are highly experienced and qualified to Swim England standard Level 2, and have full Enhanced DBS checks in place.

## **Can I request a specific instructor?**

Yes, if we have the availability. However, we can not guarantee this as our lessons are very busy.



## **Will my child have the same instructor each week?**

We endeavour to provide the same instructor each week to ensure continuity of your child's progress. However, we may need to provide an alternative instructor if an instructor is sick or on annual leave.

## **Are the instructors in the water?**

No, instructors teach from the side.



## How do I know which level my child should be in?

If your child is brand new to swimming, stage 1 will be the most appropriate. Otherwise please discuss the requirements with us, or if they have taken swimming lessons elsewhere let us know what levels they achieved and we will allocate them what we think is the most appropriate stage. We will assess your child during their first lesson to ensure the group is appropriate for their skill level.



## My child has special educational needs, can they join in the group swimming lessons?

Each child will be assessed on an individual basis to ensure group lessons are suitable and safe.



## Can my child wear goggles during the lesson?

We encourage swimmers to be confident in the water without goggles and are able to confidently put their faces in the water before introducing goggles. If your child needs goggles please be aware that we may ask them to take them off for some activities.

## How is my child assessed?

Children are continuously assessed and progress through the stages as they reach the required skill level for each stage.

## How fast will my child progress?

Every child will learn and progress at their own pace. We thrive on teaching the skills properly and with care rather than rushing them through the programme, we find children enjoy their lessons more when they are able to progress at their own level.

## Will my child receive a certificate and a badge when they have passed a stage?

A passing up form will be given to your child once they have completed all the skills required for a particular stage. Take this to reception where you will be able to organise the next stage for your child. Certificates and badges are available for £3.50 each at reception.



## How am I informed of my child's progression?

We operate a five-minute gap between lessons to give you a chance to speak to the swimming instructor if you would like an update on your child's progression.





## Do you offer catch up lessons?

We do not offer catch up lessons if your child is ill or misses a lesson in order to maintain our high standards of content to class size and for safety reasons.

## What if we are away on holiday?

Unfortunately, you have to pay for the whole block to guarantee your place.

## What if a class is cancelled?

If we have to cancel your child's lesson you will be advised at the earliest opportunity. A credit will be made to your next block.



## What if my child needs the toilet during the lesson?

Please encourage your child to use the bathroom before their lesson to minimise disruption. If your child needs the toilet during their lesson they can use the cabin by the poolside which is visible to lifeguards and teachers.

## Can I take photos of my child swimming?

Photography and videography are not permitted in the pool and change area.



**My child has a cold or is feeling unwell, should I bring them swimming?**

If your child is feeling unwell, has a cold or an upset stomach we advise that you do not bring them to the lesson.

Please consider others in the group and they may not enjoy their class You will have to stand the payment unless supported by a medical certificate.

If your child has an ear infection please do not bring them swimming until it is fully better.

**What if my child is ill or upset during the lesson?**

If your child is ill we will call you up to the poolside to collect them. It is not unusual for some children to be nervous especially during their first few sessions. We ask that you trust our instructors to help reassure your child. The instructor will feedback on any issues at the end of the class.



**What if my child has a medical issues, new or ongoing?**

Please notify us of any illness, injuries or medical conditions that may impact on your child's ability to participate and we can discuss this with you.

**My child has an inhaler, should they bring it to the lesson?**

Yes, if your child has asthma please inform the instructor and ensure your child has an inhaler available.

