

Swimming lessons FAQs

We are ready and excited to welcome all our swimmers back to their learn to swim lessons and to ensure that their experience is a great one, our promise to you and them is:

- The day and time of your lessons will remain the same where practically possible.
- That for the month of September we will be reducing your monthly Direct Debit to £15.00.
- We are not opening the swimming programme to any new swimmers until the 1st October.
- Clear social distancing measures have been introduced throughout the leisure centres to manage member and customer flow, as well as thorough sanitisation of equipment between each lesson.
- All our swimming teachers have undergone additional training and have attended COVID-19 safety and competency training.

Will I be able to re-join the lessons?

Yes, we will be welcoming returning swimmers back onto the programme week beginning 7th September 2020. We will be utilizing the whole pool for swimming lessons so that we are able to ensure that the children are encouraged to socially distance. At this stage we will not be taking any new swimmers onto the programme.

We want to assure you that behind the scenes, we are taking every necessary precaution, and we are implementing a series of measures to ensure a safe return to lessons for all our swimmers.

The changes you will see when you return have been made in accordance with the guidelines we have received from both the government and Swim England. There will be social distance guidance and increased cleaning and sanitisation. In line with the guidance from Swim England, all of our teachers will teach from poolside wherever possible, this is the safest way to deliver, meaning the teachers can social distance whilst still having full view of all the swimmers and being close enough should a swimmer need support. Your child's and our team's health and wellbeing remains our number one priority, and this won't ever change.

What measures are in place to make lessons safe?

During our Learn to Swim Programme we're doing all we can to give our swimmers the space they need to socially distance.

We will have reduced capacities across all our classes, meaning there will be less swimmers in the pool at any one time.

Social distancing measures and additional cleaning procedures are in place across all our leisure centres.

Initially we will not be inviting new swimmers in to the programme to ensure that we maintain the lower numbers and encourage social distancing. We will be following guidance from our national governing body Swim England with ratios and delivery style.

What additional cleaning have you put in place?

After each session in the gym, studio and pool, our teams will be cleaning and sanitising each area. Also during the session, we will be asking members to help by wiping down their equipment and take home their empty water bottles and use the bins provided. "We're all in this together".

Will the equipment be clean and safe?

Yes, all the equipment will be cleaned between each lessons and we will be following official guidelines by limiting the use of some equipment we use.

Is the pool water safe?

As always, our pools are cleaned regularly and meet the standards set by the Pool Water Treatment Advisory Group. Current research confirms that coronavirus would be inactivate at the levels of chlorine used in swimming pools.

Will social distancing take priority over helping my child if they are struggling?

The safety and wellbeing of our swimmers is always our priority. Social distancing and increased cleaning and sanitisation measures are of course important, but nothing will stop us from providing essential support as and when needed.

How early should I arrive for a lesson?

Please do not arrive too early for your lesson, you will only be admitted into the leisure centre 5 minutes before the start of the lesson.

Please ensure that your child comes "beach ready" if at all possible this will cut down the time you are in the changing rooms.

Once ready your child will need to go to the drop off point for their class, and after the class they will be taken to the collection point.

Where do I take my child for their lesson?

There will be designated points in each centre where parents will drop off children with their swimming teacher at the start of their lesson. There will also be collection points for parents to meet their child at the end of the lesson.

Can I watch my child's lesson?

In the majority of our centres, parents will be able to watch lessons from the viewing galleries. However, at Worsley Leisure Centre, we are unable to allow parents to watch lessons on the pool side due to social distancing regulations. This means that unfortunately for parents with children in lessons in the small or medium pools at Worsley, there is no pool side viewing. Children should be dropped off with teachers and parents return at the end of the lesson to collect them.

Do I need to bring anything different?

We ask, where possible children should come “beach ready”, with swimwear underneath their clothes, to reduce time in our changing areas.

Where can I sit to watch a lesson?

There will be restrictions on numbers of people we can accommodate in the leisure centres and on pool side. We are currently working through the different options to ensure that we adhere to the guidance around social distancing. We will be informing parents who attend each site of the procedure for their pool as they will all differ slightly.

We will be encouraging parents and guardians not to bring siblings along to the lessons as we are limited on space and will be encouraging social distancing throughout the leisure centres.

Are the showers open?

Yes, the showers are open but we will be adopting a “**Dry, Dress and Exit**” system and encouraging parents to shower their children at home. We know that lots of parents/guardians bring PJs and onesies to wear after lessons and we continue to encourage this to allow for a swift exit after your child’s lesson.

Will we still have the same teacher?

We are doing everything possible to keep each class with the same teacher. For continuity purposes we recognise this is really important so we will do everything we can to make this happen. There are recommendations for teachers to stay in the same poolside area, however we feel we can move on poolside and still keep social distancing

My child needs to change stages, am I able to do this?

This will not be possible initially. Whichever stage class your child was in for their last lesson, they will return to that class. No swimmers will be able to change to a different stage or a different lesson during September. After that, our instructors will be able to reassess if your child needs to move up to the next stage.

On your swimmers return it is important that we remind them how much fun swimming is. We will be concentrating throughout September on Water Safety and introducing them back to core aquatic skills, allowing them to pick up where they were in March.

I cannot make the same lesson my child had before lockdown?

If you are unable to return to that same class or are not ready to return to swimming lessons, then you are able to cancel your lessons. [[link to new cancellation form](#)]

But please be aware if you do cancel, we cannot hold a place for your child and cannot guarantee they can return to the same class at a later date.

Remember to log into the [Learn To Swim portal via the SCL app](#) to remind yourself which lesson your child attended previously.

Over the first few weeks the teachers will be concentrating on re-introducing your children back in to the pools the safest way. During this time we will not be updating the Home portal but all children will be working through their water safety element of their current stage.

How do I continue to pay for lessons?

If you previously paid for your lessons via Direct Debit, this will restart from 7 September.

The difference will be that for September, your first monthly payment will only be £15.

If your Direct Debit usually comes out on the 1st of the month, then your £15 September charge will be added to your usual monthly payment of £22. So your October payment will be a one-off of £37.

If your Direct Debit usually comes out on the 15th of the month, then your £15 September charge will be taken on 15th September.

If you pay for lessons via a 10 week block pass, the remaining lessons you didn't receive due to lockdown will automatically stay on your account so you don't miss out on any lessons.

What do I do if I cancelled my Direct Debit with the bank direct during lockdown?

We have not cancelled any Direct Debits, we simply did not collect them whilst our lessons were not operating. If you have cancelled your Direct Debit with the bank, then we will have to take that as a cancellation from our Learn To Swim programme. If you wish to return, you must now wait until new bookings re-open from October.

What happens if I have paid for a block of 10 lessons but now want to cancel?

If you have paid for a block of 10 lessons, but now do not want to return to lessons, then we will issue a refund for the number of credits you have left.

How do I cancel my lessons?

If you are unable to return to the same lesson or are not ready to return to swimming lessons, then you are able to cancel your lessons. We will be sorry to see you leave our Learn to Swim Programme. If you do wish to cancel swimming lessons, please [complete a form via our website](#).

But please be aware if you do cancel, we cannot hold your place and cannot guarantee a return to the same lesson at a later date. If you do choose to cancel, we will only be accepting new bookings to our Learn to Swim Programme from October.

What happens if my child or a family member is experiencing COVID-19 symptoms?

If you, your child, or any member of your household or contact bubble displays any symptoms, then we ask that you do not attend swimming lessons and you follow the [government recommendations](#).