

Swimming Lesson 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 if you pay by Direct Debit your first payment will be in May 2021 further communication will be sent to you direct.
- 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 12th April 2021. We will be utilizing the whole pool for swimming lessons so that we are able to ensure that the children socially distance.

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.

What measures are in place to make lessons safe?

During our Learn to Swim Programme there will be no other swimming taking place giving all our swimmers the space they need to socially distance. Swimming lessons will have exclusive use of the swimming pool.

- 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.
- We will be following guidance from our national governing body Swim England with ratios and delivery style.

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 inactivated 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. If you are unsure please ask one of our receptionists.

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.

Do face masks need to be worn?

We politely ask that parents and guardians when attending the Leisure Centres wear a face mask in all communal areas including the changing rooms and seating areas. Children under the age of 11 years old are exempt from wearing face masks.

Where can I sit to watch a lesson?

There will be restrictions on the number 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?

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 for the first two weeks of the programme to assess the number of children returning. 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 May on Water Safety and introducing them back to core aquatic skills, allowing them to pick up where they were in December

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 12th April payable in May, when you will receive a letter informing you of the pro-rata payment due.

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 complete the enquiry form on our web site. (Add link)

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 which can be found at www.nhs.uk/conditions/coronavirus-covid-19/

Adult Swimming Lessons

Adult Swimming lessons will resume on Monday 17th May 2021. We will contact all our adult Learn to Swim members nearer the time. For further information on Adult Learn to Swim please [complete an enquiry form via our website](#).