



## Swim School Frequently Asked Questions

### ✓ **What do I wear?**

Swimming appropriate costumes/trunks should be worn for each lesson. We would recommend the fitted shorts, which do not fall below the knee; as shorts which are too baggy/long (such as board shorts) will create additional resistance in the water and this can impact on swimming technique.

We are happy for swimmers to wear rash vests or all in one Lycra style swimwear but would not advise that swimmers wear wet-suit style swim wear as this can limit the bodies movement in the water.

Toddlers/Babies may benefit from wearing neoprene swim wear to maintain body heat but must wear an appropriate swim nappy underneath.

All swimmers from Pre-School classes upwards, should be wearing a swim hat with all their hair tucked inside. This can be either a silicone hat or a fabric one depending on the needs of the swimmer. Once swimmers reach our Red Stage, we would recommend that they are using a silicone swim hat as this supports streamline swimming.

We continue to ask swimmers to arrive to swim lessons “beach ready”, with swim wear underneath clothing as swimmers will be going straight to poolside to change for lessons.

### ✓ **What do I need to bring?**

Please bring your towel, goggles, hat and your change of clothes for after your lesson. You may not always use your goggles but should bring them in case.

You can also bring indoor footwear (as outdoor shoes are not permitted beyond the foyer) such as flip flops or sliders.

### ✓ **What type of goggles are the best?**

Swimmers can wear any goggles they find most comfortable, however, for younger swimmers, we find that the Aqua Sphere ‘Seal 2’ style goggles tend to work more effectively as these fit more comfortably and with less tendency to leak.



✓ **What should I bring to my Adult & Child class?**

Babies and young children must wear a swim nappy underneath their swimwear.

We have a small number of cleaned changing mats for general use, however, many parents may prefer to bring their own.

Within both the main changing area and male/female areas, we have a drop down changing table.

We also have a play pen and high chair which can be used whilst parents are changing.

✓ **Are there separate female and male changing rooms?**

We have a main communal area with access to 8 individual cubicles and 3 larger “family” cubicle.

We also have separate male and female changing rooms.

✓ **Are there showers?**

Our communal showers are available for all to use, however, we would ask that you do not use washing products (shampoo/body wash) in these. If you would like to use products to clean after your lesson, please use either of the two individual showers.

✓ **How many swimmers are in a class?**

Our group sizes start at four swimmers for our beginners (Yellow and Orange stages), with the teacher also in the water for our Yellow groups.

Groups increase to five swimmers to one teacher for our intermediate stage (Red and Purple Stage) swimmers.

Our maximum group size is six for our Advanced level, (Light Blue, Dark Blue and Green) swimmers.

Our Parent & Child classes have 8 children.

*\*\*In exceptional circumstances, where teaching requires, these group sizes may increase as a one-off lesson.*

✓ **Do you accept card payments?**

We accept card of cash payments for our certificates, medals, hat and goggles. Term fees can be paid by cash or card at the pool reception or we accept these as BACS payments to the school using the details below:

- Bank: Barclays Bank PLC
- Account name: St Christopher School
- Account Number: 90800643
- Sort Code: 20-41-38
- Reference: SWIM + swimmer's name



✓ **Bookings and Cancellations**

All swimming lessons must be paid for in advance of the term that your swimmer starts.

Renewal notices are sent out via email at the end of each of the previous term and payments are due by the deadline stated within the notice.

Once payment has been made, refunds or credit will only be applied in the following circumstances:

- a) When you wish to withdraw your swimmer and have given notice of at least 7 days, prior to the start of the term (not including St Chris half term/ holiday weeks), a full refund of the future fees will be issued.
- b) If the notice period is not sufficient or a swimmer wishes to withdraw within a term, we will offer a refund for the remaining weeks cost from the point at which a new swimmer is able to start in the class to replace your swimmer.
- c) In exceptional circumstances, where a child has a severe medical diagnosis or hospitalisation please notify us in writing via email. We will consider each case on individual merit and take the most appropriate course of action. Where a refund is agreed, this will be in the form of credit for the remaining lessons and will be noted against the renewal for the following term.

✓ **Is food allowed on poolside?**

No food is allowed to be consumed in the changing area or on poolside. If siblings require a snack, this should only be eaten in the foyer but please ensure that you clean up after your child.

✓ **Should I wear a mask?**

We encourage visitors to wear masks if they would like to do so.

✓ **Is it ok to swim if I have a medical condition or individual learning need?**

It is usually possible to swim with most medical conditions and lessons can be adapted to suit a variety of individual needs. Please ensure that we are aware of any needs and requirements in order for us to plan the best experience for your swimmer and ensure their safety.

Where there is an illness, please refer to your New Starts Guide for specific isolation requirements, or send an email to [swimschool@stchris.co.uk](mailto:swimschool@stchris.co.uk) for more guidance.

✓ **Is there parking at the pool?**

We have onsite parking outside the school building, however, during busy times such as school parent's evenings and Saturday morning external activities, parking will be limited.