

## Swimming Lesson Q & A

### **How long are the lessons?**

The lessons are 30 minutes long.

### **How much are the lessons?**

To pay by Direct debit the lessons are £26.99 a month (£8.30 per lesson)

Family Member £7.40 per lesson, terms are payable as a termly block.

Active Member £9.50 per lesson plus annual Active membership £33.00, payable as a termly block.

Non-Member £11.45 per lesson, payable as a termly block.

### **What age can I join a swimming lesson –**

We offer lessons from ages 0 – 99+

### **Which days do you offer lessons –**

We offer lessons at cygnet only –

Monday Friday – 4pm – 6.15pm

Saturday – Sunday 8am – 10.15am

### **How do I find out what lessons are available for beginners –**

Speak to us at reception or email our swim academy team at [swimacademy@gcll.co.uk](mailto:swimacademy@gcll.co.uk).

### **What equipment will my children need to swim?**

We will provide all learning equipment, e.g., floats noodles. Please provide your child with goggles, if you feel they will benefit from them during the lessons. If you are swimming in the adult and child classes, please ensure your child is wearing a swim nappy.

### **Can we watch the lessons?**

Yes, you can watch the lessons from our viewing areas.

### **Can we buy goggles/swimwear/swim nappies at the centre?**

There is Zoggs items for sale at reception.

### **What happens when my child moves up a group?**

You will receive a notification through your Coursepro to say that your child is ready to move to the next stage. Please contact reception and they will let you know what availability there is in the next level up.

### **What changing facilities do you have?**

At Cygnet pool we have separate male and female changing rooms, there are both bench areas and cubicle changing available in both. Both Changing rooms have lockers.

At Cascades we have male, female and family changing areas – all cubicles. There is a bank of lockers outside the changing rooms on the way to poolside.

**Is there parking at the centres?**

There is free public parking at both cascades and Cygnet pool.

**Is there a café/refreshment at the centre?**

At Cygnet pool we have vending machines

At Cascades, there is our poolside café which serves drinks and hot and cold food.

**How do I access my child's course progress?**

When you sign up for the lessons, you will be sent an email for you to activate your access to the home portal. This will allow you to check their lesson time, and their progress updates.

**How do the grades/groupings work?**

We follow the Swim England plan for our award scheme, they are designed to reward your child for their development of the essential aquatic skills they need to be confident, competent and safe in the water.

**What if I have had lessons before or have come from another swim School –**

Every swim school is slightly different, we would book you in for an assessment with one of our qualified swim teachers to find the right class for you or your child.

**Do the teachers get in the water with the learners –**

No, our teachers teach from the pool side, but we have plenty of floatation support and beginners are normally taught in shallow water.

**How do I know how my child is doing –**

Your child's progress is regularly updated by the teacher, you can track their progress online by registering at [gcll.courseprogress.co.uk](http://gcll.courseprogress.co.uk).

**How do I find their course progress number? –**

You can ask at reception or email the swim team at [swimacademy@gcll.co.uk](mailto:swimacademy@gcll.co.uk).

**Can I easily cancel my swimming lesson direct debit if I no longer want lessons –**

Yes, you are under no contract to join our direct debit – all you need to do is drop us an email at [swimacademy@gcll.co.uk](mailto:swimacademy@gcll.co.uk) to let us know why you are leaving (your feedback is always welcome) and then cancel your direct debit with the bank.