

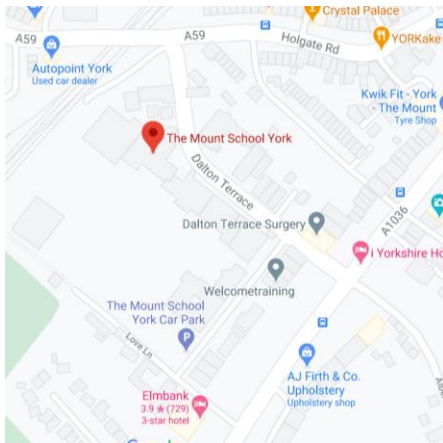


Welcome

We would like to take this opportunity to thank you for choosing York Swimming Academy. This letter contains useful information to help you make the most of our service. Swimming is our passion and our aim is to share this with as many people as possible. We hope everything goes well in your first lesson and would love to hear your feedback, especially if you think we can improve our service!

Using Our Facilities (The Mount School, York)

Please use postcode **YO24 4DD (Dalton Terrace)**. **The car park is free to use for 1 hour, after this there is a charge per hour.** PCN/Parking Fines are in operation and your entrance and exit time is monitored by CCTV. York Swimming Academy Ltd cannot be held responsible for any fines incurred or damage / theft whilst using the premises. To avoid any car parking charges, alternatively **you may wish to park on a nearby street if possible.**



To get to the pool, walk across the tennis courts and head across the playground towards the tall building with the big windows on the right. Go through the doors to the right of the building and a member of the York Swimming Academy team will meet you and direct you to the pool and spectating area.

To help limit use of changing rooms, we ask that swimmers arrive beach ready with their swimming costumes on underneath easy to remove clothing such as a onesie or tracksuit.

Home Portal

We are proud to implement the Home Portal system. This online portal acts as your own personal hub to provide a more efficient interface as your child progresses through our academy. Your Home Portal allows you to monitor your child's progress, 'top up' (make payment for) swimming lessons and select your child's new class when they have successfully completed the outcomes required to move to the next stage of the learn to swim program. When joining us, you should have received an automated e-mail with instructions to activate your Home Portal. If you have not yet received this information, or have had trouble activating or accessing your Home Portal, please do let us know. The easy to remember link for accessing Home Portal is as follows:

www.yorkswimmingacademy.com/homeportal/

Please save this as a favourite in your browser.

Photography

Unfortunately, we do not allow photography of any kind during any of our swimming lessons. We ask that all parents/guardians respect this and do not take photographs or videos of their child learning to swim. We do, however, like to celebrate the success of our learners by posting photographs of them receiving certificates to our social media pages for your friends and family to like and share. We will seek your permission before doing so.

Social Media

Don't forget to follow us on social media to keep up to date with the latest news and announcements. We would appreciate it if you could 'Like Us', 'Follow Us' and 'Share' some of our posts with your friends and family.



York Swimming Academy



@yorkswimmingacademy



@YorkSwimAcademy

Thanks again for choosing York Swimming Academy. We are delighted to have you with us and hope you enjoy our service.

Yours sincerely,

James Richards

Director
York Swimming Academy Ltd.

