



## 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 (New Earswick pool, York)

Please use postcode YO32 4AQ. There is a free to use car park available on site.



If your child requires assistance in the changing room, male guardians should take the child into the male changing rooms (on the right) and female guardians should use the female changing rooms (on the left). Once your child is changed, they should walk through past the shower area to reach the poolside where they will be met by the teaching team. At this point duty of care is handed over to their teacher.

There is a viewing gallery situated close to the pool. To access this, you go through the blue double doors in the foyer. We recommend that you bring your child's clothes/belongings onto the balcony with you, so that nothing goes missing from changing rooms whilst your child is having his/her lesson.

## 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/](http://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.

