



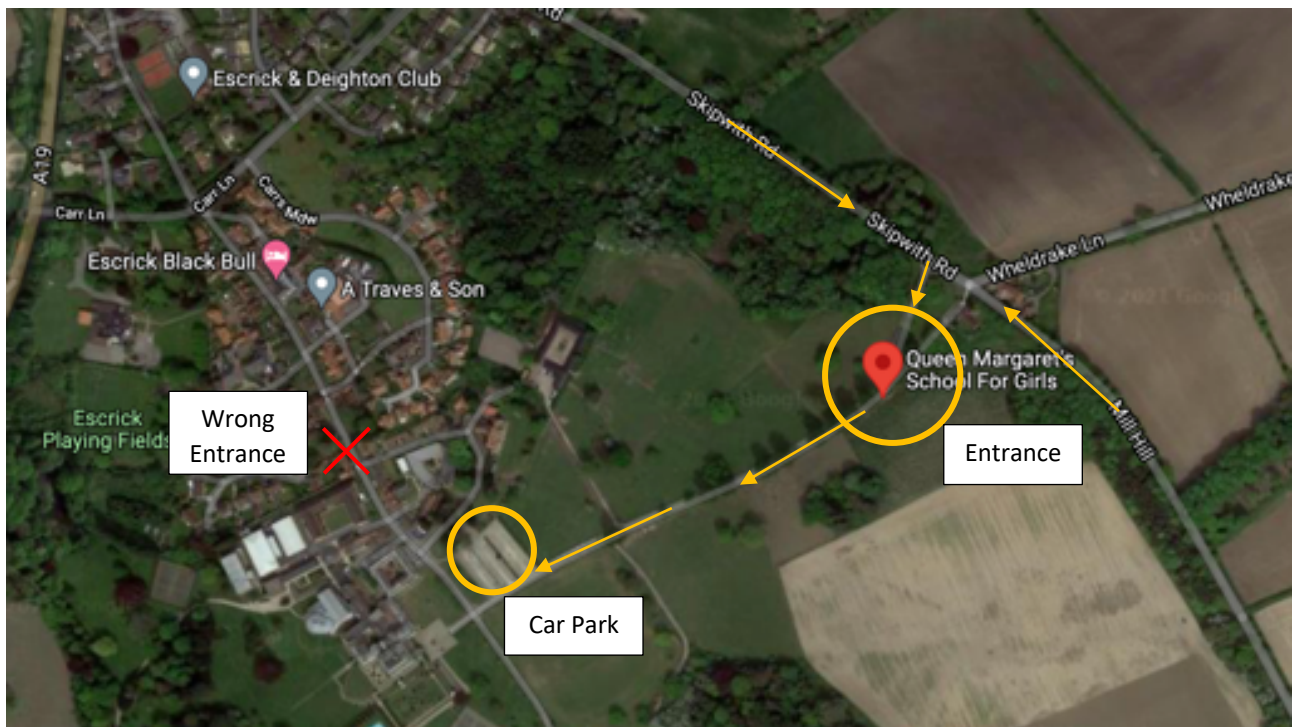
Welcome

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 (Queen Margaret's School, Escrick)

Finding the school...

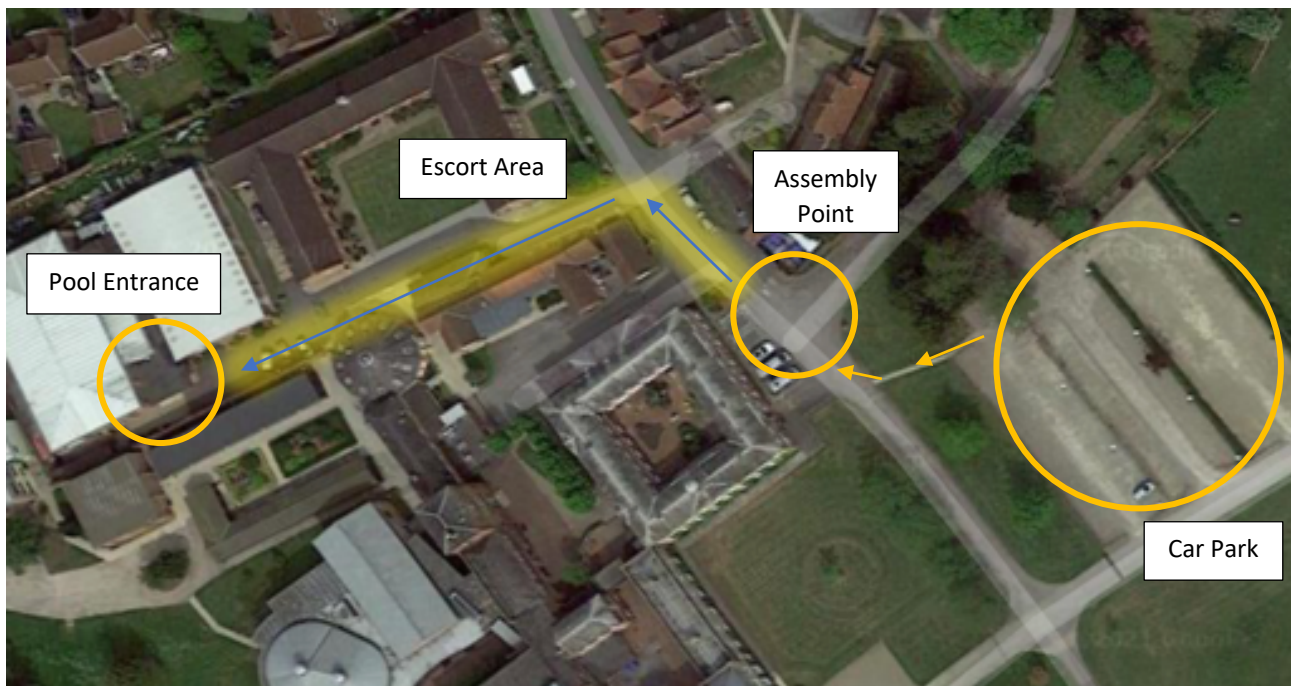
Please use postcode YO19 6EU or the following google maps link: <https://goo.gl/maps/jHa594nnrLkiQPQJ6>. Be careful to ensure you arrive at the correct gate, turning off Skipwith Rd instead of Escrick Main Street, illustrated below:



There is generous unlimited free parking available on site.

Making your way to the pool...

As this is a private boarding school, we must strictly adhere to the school's simple safeguarding policy. That is, all visitors to the site must be escorted by a York Swimming Academy or School representative. As such, we ask that you assemble at the bollards by the security office 10 minutes prior to your lesson, where you shall be met by one of our marshals and escorted to the pool. This is depicted overleaf for clarity.



Assembly Point. Please assemble before the bollards.



Pool Entrance.

We must also escort you back to the assembly point once after your lessons.

Should you arrive late, please refrain from making the way to the pool yourself. We will be very proactive in ensuring everybody is marshalled as quickly as possible. Similarly, if you need to leave in a hurry, please give us plenty of notice and we'll ensure to accommodate your needs.

Getting ready to swim...

As you enter the building, the pool hall will be on your right-hand side. Please head past the pool into the corridor to find the changing rooms. 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, you should escort them back to the pool hall. At this point duty of care is handed over to their teacher.

During the lesson...

There is a viewing area situated on poolside. As seating is quite limited, we ask that only 1 parent attends per child. 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.

HomePortal

We are proud to implement the HomePortal system. This online portal acts as your own personal hub to provide a more efficient interface as your child progresses through our academy. Your HomePortal 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.

