

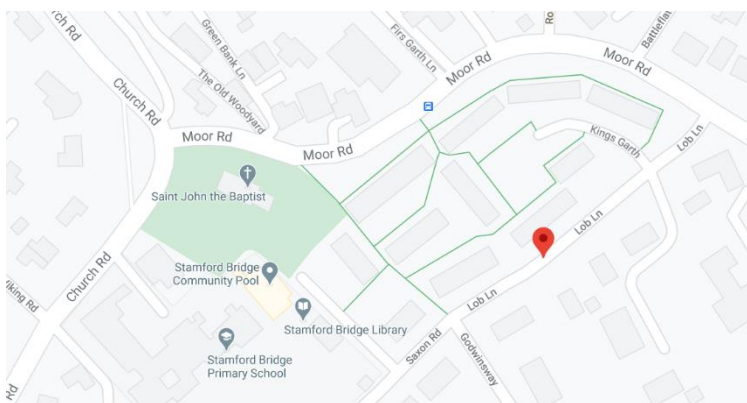


Welcome

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 (Stamford Bridge, York)

Please use postcode YO41 1BP. If the school gates are locked, you will need to follow the road round to the right behind the church and park on Lob Lane or Saxon Road.



When I arrive at the pool, what do I do?

A member of the team will greet you by the pool doors and direct you to your seats. To minimise crowding in the corridors and on poolside we ask that you **arrive no more than 5 minutes** before the scheduled start time of your child's lesson. On arrival you will be asked to wash your hands using the sanitiser provided and to **queue up outside** until your lesson is due to start.

We have limited changing capacity available so to help us manage our changing rooms **please ensure your child arrives at the pool 'swim ready'** with swimming costumes on underneath easy to remove clothes, such as a onsie or tracksuit, that can be taken off on poolside prior to lessons starting. Changing rooms can be used to dry off quickly after lessons, however we ask that you leave promptly after your lesson has finished. Unfortunately, **there are currently no showers available**.

Only **one spectator** per child will be allowed. **Spectators and those aged over twelve will be asked to wear a face covering at all times, unless exempt.**

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. If you have 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.

