



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)

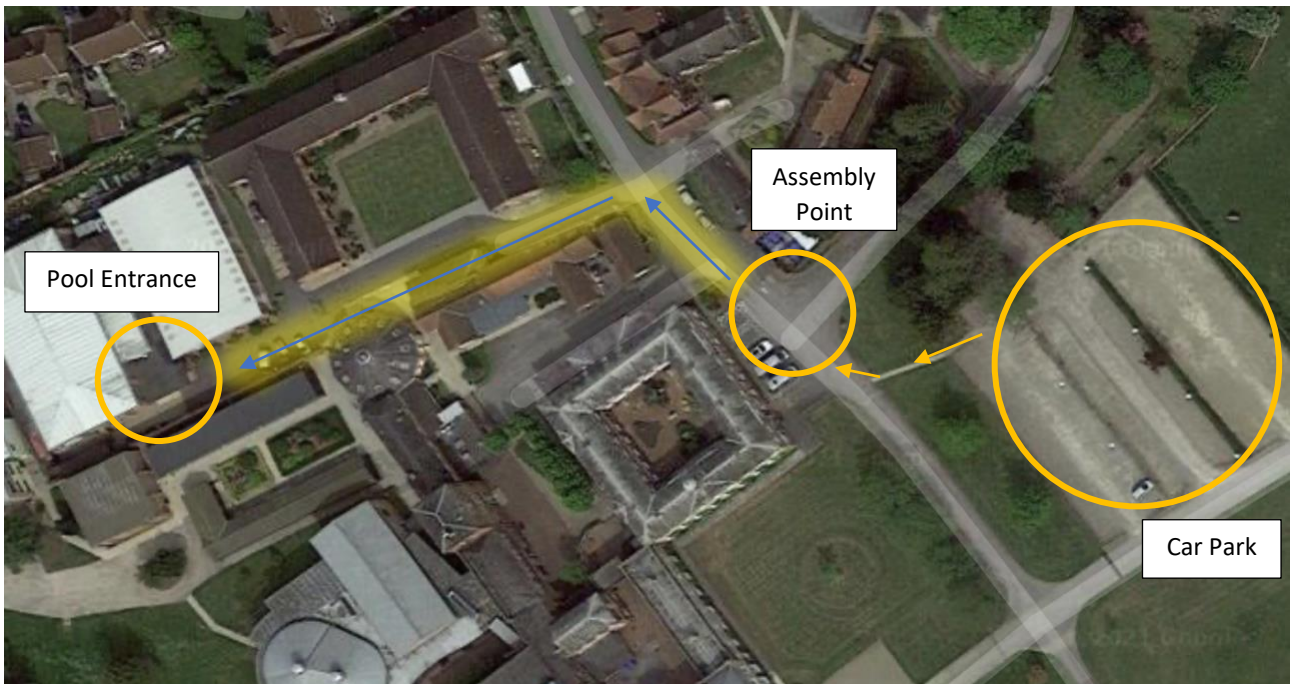
Please use postcode YO19 6EU or the following google maps link: <https://goo.gl/maps/iHa594nnrLkiQPQJ6>. Be careful to ensure you arrive at the correct gate, turning off Skipwith Rd instead of Escrick Main Street, illustrated below:



There is generous unlimited free parking available on site.

Making your way to the pool...

The pool is a short walk away from the car park. Head up the path leading from the car park. Take the first left turning and continue walking till you reach the pool hall. Please note, the school is home to a number of students who board on the facilities. Therefore, it is important we adhere to the schools strict safeguarding policies so that we must only walk from the carpark to the pool and nowhere else on the premises.



Getting ready to swim...

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. **Please arrive at the pool beach ready** with swimming kit on underneath easy to remove clothing such as a tracksuit or onsie. **Please bring your shoes and all of your belongings with you to the spectating area** to ensure the corridor is left clear.

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.

At busy periods, **you may be asked to vacate the seating area and congregate at the shallow end of the pool to meet your child after they finish their lesson**. This will allow the next group of swimmers to move onto poolside and to start getting changed ready to start their lessons on time.

Changing Rooms

In the interests of safeguarding, please ensure adults are not entering the opposite gender changing rooms under any circumstances. Children over the age of 8 must get changed in their respective gender changing room. If your child is over the age of 8 and of the opposite gender to yourself you are welcome to use the toilet cubicle situated next to the sports hall.

Member Hub

We are proud to implement the Member Hub system. This online portal acts as your own personal hub to provide a more efficient interface as your child progresses through our academy. Your Member Hub allows you to monitor your child's progress and view the awards they have achieved in their lessons. If you have trouble activating or accessing your Member Hub, please do let us know. The easy to remember link for accessing Home Portal is as follows: <https://yorkswimmingacademy.swimphony.io/member/login>, 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.

