



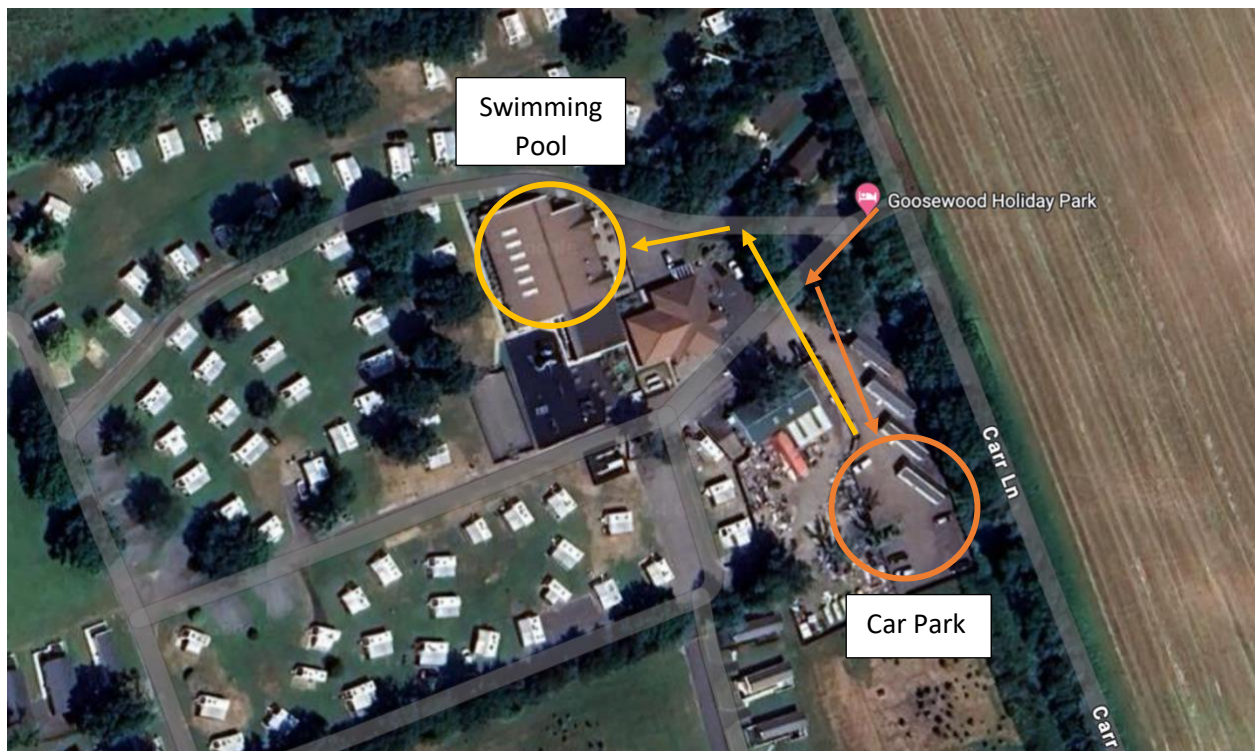
Welcome

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 (Goosewood Holiday Park, York)

Making your way to the pool...

Please use postcode **YO61 1ET**. There is a free to use car park available on site which can be found by following signs for visitor parking or following directions as outlined below. Once parked, head back towards the entrance and continue down the path directly opposite until you reach the building to the left signposted 'Swimming Pool'.



Getting ready to swim...

As you enter the building, the changing rooms are directly in front of you, to the left hand side of the bar area. Please note, there are no gender-specific changing rooms, instead a 'changing village' style with multiple cubicles in one area. There are a limited number of cubicles so we advise arriving 'beach ready' with a costume under your child's clothes to save time in the changing room. Once your child is changed, you should escort them to the pool hall. There is a smaller pool as you enter, we kindly request you keep your child out of this pool as we are not permitted to use it. At this point duty of care is handed over to their teacher.

During the lesson...

There are a limited number of seats on the poolside. Parents are also welcome to view from behind the glass in the bar/café area. Refreshments (tea/coffee etc) are available to purchase for those viewing behind the glass (hot drinks are not permitted on poolside or in changing areas). Clothes/belongings must not be left in the changing cubicles. We recommend that you use the lockers provided, or bring your clothes/belongings with you to the spectating area. Please note, the lockers require a £1 coin/trolley token to operate.

Lesson Dates

As standard across all York Swimming Academy venues our lessons take a break over national holidays (Christmas, Easter etc.) and throughout August. Lesson dates are available as a year calendar on the venue page of our website. It is important to note: Goosewood Holiday Park closes during their low season (January and February) so lessons will not run during this period. For those wishing to continue with lessons during this time, we will do what we can to accommodate swimmers at our other venues during this time, subject to availability. If our alternative options do not work for you, or you wish to have a break from lessons, there will be no charge for this period.

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.



YorkSwimmingAcademy



@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.

