



## 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. As spectating space is limited, we kindly request that only one parent or guardian accompanies the swimmer to their lessons. 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.

## 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 unisex changing cubicle or the disabled changing room both located in the foyer if you wish to supervise them when they are getting changed.

## 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.

