



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 Moor 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 fire door 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.

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. If your child requires assistance in the changing room, male guardians should take the child into the male changing rooms and female guardians should use the female changing rooms. Once your child is changed, they should walk through 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.

As spectating is limited, we kindly request that only one parent or guardian accompanies each swimmer to their 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. Once your child is changed, they should walk through the blue door 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.

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.

