

# Swimming Lesson FAQ's

**Q. How long are the lessons?**

A. Stages 1-6 are 25 minutes long. Stage 7 is a 40 minute lesson. Stage 8-10 are 55 minutes long.

**Q. How many pupils are in each class?**

A. the class sizes are as follows:-

Stage 1 = 6

Stage 2 & 3 = 8

Stages 4+ = 10

Stages 7+ = 12

**Q. Swim hats, do pupils need to wear them and where do we get one from?**

It is our recommendation that all participants wear hats. Pupils will be given a hat for their stage. Please look after it and bring it to every lesson.

**Q. How do you we make swimming lesson payment?**

We take payments in blocks of 12 lessons. This does not always mean you will pay for a full term, as most terms are longer than 12 weeks. Payment is taken by card either in centre, over the phone or on the parental portal.

**Q. Where can I watch my child swim from?**

A. We have 2 viewing areas one in Paddy & Scott's Café. The second viewing balcony can be accessed through the double doors at the back of Paddy & Scott's Café.

**Q. Parental portal, how do I access?**

A. Upon booking lessons you will receive a link to your parental portal. You will need to reset your password and that should give you access. To log in to the portal you click the person on the top right corner. To find pupil progress go to manage my courses and then progress/transfers. You should see your child's class and can click on it to view.

**Q. How do I know when my child is running low on course credit?**

A. The system will email you when you are running low on credit for lessons. Please top up once you receive this email. The parental portal does not have a feature to tell you how many lessons you have left.

**Q. My child has been told they are moving up, what do I do?**

A. If your swimmer informs you they have been moved up. Please head to reception to organise a space in the next stage up. This is not automatically done. You will also receive a transfer email which will enable you to move your swimmer up via the parental portal.

**Q. Changing rooms, what is the policy?**

A. If your child is over 8 they should be changing on their own. If you have a younger child you are able to help them in the changing room. If your child has an additional need you are welcome to support them as needed.

**Q. My Child has been moved up to Stage 6, do they need clothes every week?**

A. Yes, pupils need to bring additional shorts & t-shirts to each lesson. This is to help them build stamina and let them feel the drag of swimming in clothes. Ultimately, preparing them for swimming lengths in stage 7.