



SWIMMING LESSON INFORMATION

TERM DATES

Autumn 2019: Monday 02 Sep-Sunday 15 Dec (*excl. Oct 28-Nov 03*) - Fully Booked

Spring 2020: Monday 06 Jan-Sunday 05 April 2020 (*excl. Feb 17-23*)

BOOKING DATES

Register/log in for online bookings: Opens 18 November. Closes 20 December.

Existing swimmers book from **02 Dec** / Siblings from **10 Dec*** / New from **16 Dec***

Enrolments close for the day Monday 09 Dec and then will reopen Tues 10 Dec.

**New bookings subject to availability, see website for regular updates. A Registration Form must be submitted to the centre for new & sibling bookings.*

BOOKING TIMES

Weekdays: 0800-2000 Saturday: 0800-1600 Sunday: 0800-1200 / **Online from 0700**

BOOKING INFORMATION

Repeat places for current swimmers are held until midday of the Sunday of enrolment week only.

Booking and payment can be taken online or in centre (telephone is available for existing swimmers only). Siblings and new swimmers must submit a Registration Form to the centre prior to booking. Ask in centre or download from: <http://www.wolvertonpool.com/swimming-lessons> (during the registration period).

Full payment must be received on booking. We cannot hold spaces and do not have waiting lists. If a place is not visible on the online booking system, the class is fully booked at that time.

To reduce congestion, existing swimmers rebooking and remaining in the same class, day and time should avoid re-enrolling on the first day. We advise use of the online service as it allows advance booking, opportunity to view/move to different days/times and view instructor comments.

Please ensure that we have the correct email address on record as this is your receipt and is required for online booking registration.

It may not be possible to move a swimmer once the term has begun. Please ensure at time of booking that all details are correct on your confirmation email.

The centre must receive a completed Registration Form on sign up for each new swimmer, including siblings. Even if previously submitted for other terms a new form is required. We cannot guarantee specific instructors and reserve the right to increase class sizes at any time.

For safety reasons parents/guardians are not permitted on poolside during swimming lessons. Please drop and collect from the shower area. This area can get congested, we are grateful for your patience and consideration of all pool users. We have designated staff to help transitions during the first week of term. Please feel free to use the seating areas provided - food and drink can be consumed.

Filming and photography is not permitted unless authorized. Photographic identification is required. Please do not leave belongings in changing rooms.

ASSESSMENTS AND BADGES

Assessment forms detailing teacher comments are available to view online through the booking system during its opening times. Badge slips are issued to the swimmer on the last week of term, at the teachers discretion. Badges incur an additional fee.

Swimmers are not guaranteed to receive one every term. We are unable to issue badges without a valid slip and operate a one badge per swimmer policy. Badges are available for purchase throughout badge week and up to 2 weeks after.

CREDITS AND REFUNDS

Payment is for the whole course and not individual lessons. Credits or refunds will not be given for classes missed due to holiday or minor illness. For serious illness or injury (evidence & proof of purchase required) swimmer's accounts will either be credited or refunded. Requests must be submitted in writing to: lessons@wolvertonpool.com. Classes cancelled by the centre will be credited or refunded.

HOW DOES REBOOKING WORK?

Existing swimmers receive advance booking. If previously registered for online bookings there is no need to re-register, simply log in. We recommend accessing online accounts prior to booking to test and view teacher feedback.

Class availability, prices and booking information, plus the ASA Learn to Swim syllabus can be found on our website www.wolvertonpool.com.