

## Welcome Letter Swimming Lesson Course

Dear Parent/Guardian,

Welcome to the Amy's AquaStars, swimming course. Thank you for your interest in enrolling your child and giving us the opportunity to help them on their swimming pathway. We look forward to working closely with you and your child to ensure that they learn the vital skills to become confident in the aquatics environment, whilst having lots of fun along the way! The information below will help you in the lead up to and during your swimming classes.

**Please note: There is a separate document for our COVID-19 policies and procedures, please read the document carefully. Currently any changes that need to be made to our procedures to comply with our Covid-19 policy, will supersede our terms and conditions.**

### The Instructors

#### Amy – Owner/Teacher

My name is Amy Holden, and I am a fully **Qualified Level 2 Aquatics Teacher**, with over 13 years' experience within the aquatics teaching profession. I also hold additional qualifications in **Baby and Pre-school Level 2, Safeguarding Young People and Vulnerable Adults**, and **Safety Award for Teachers**. I have a strong passion for developing everyone's swimming abilities, confidence and water safety awareness, with experience in coaching from new-born, through the age ranges, into late adulthood.

#### Caitlin – Teacher

Caitlin is a **Qualified Level 2 Aquatics Teacher**. She also holds additional qualifications in **Baby and Pre-school Level 2** and **Safeguarding Young People and Vulnerable Adults**. Caitlin has over 6 years' experience of teaching swimming and shows a great passion for teaching aquatics to all ages.

#### Zoe – Teacher

Zoe is a **Qualified Level 2 Aquatics Teacher** and holds the **RLSS National Pool Lifeguard Qualification**. She is a synchronised swimmer and is currently training to be a Synchronised Swimming Coach.

#### Lesley – Teacher

Lesley is a **Qualified Level 2 Swimming Teacher** and holds additional qualifications in **Baby and Pre-school Level 2, Safeguarding Young People and Vulnerable Adults**, and **Safety Award for Teachers**. Lesley has been around aquatics all her life. She learnt to swim at a young age and went on to compete nationwide at lifesaving competitions, before qualifying as a swimming teacher and teaching for a few years. After a break, Lesley has now requalified her teaching credentials and wants to help people of any age gain water confidence and learn to swim.

#### Libby – Teacher

Libby is a **Qualified Level 2 Swimming Teacher** and will be teaching mainstream classes along with 1:1 lessons at the pool. She is also a synchronised swimmer and is training to be a synchro coach.

#### Katie – Teacher

Katie is a **Qualified STA Award Teacher** and will be teaching all ages up to and including Goldfish levels on the STA programme. Katie also works full time in a nursery and loves working in child development.

#### Rachel – Teacher

Rachel is a **Qualified Level 2 Swimming Teacher** and will be teaching all ages and abilities. Rachel has a passion for teaching and has great rapport with the children.

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### **Jack – Assistant**

Jack is a keen swimmer and will be assisting us at the pool. We are looking forward to supporting Jack in his swim teaching pathway.

### **Venues**

#### **Longton Pool, 120 Marsh Lane, Longton, PR4 5YL.**

Parking is available at the venue. There are changing rooms at Longton Pool but please note there are no shower facilities available.

#### **Walton Le Dale Pool, Walton Le Dale Primary School, Severn Drive, Walton Le Dale, PR5 4TD.**

Parking is available at the venue (school car park). The pool is clearly signposted to the left of the building. There are changing rooms at Walton Le Dale but no shower facilities available.

#### **Hutton Pool, Hutton Grammar School, Liverpool Rd, Hutton, Preston, PR4 5SN.**

Parking is available at the venue. There are changing rooms and shower facilities available at the pool.

Directions: Enter the site through the gate sign posted 'IN', keep to the path to the left (going through another metal gate) until you reach the car park at the back (a playing field will be on your left). To exit, leave the car park on the same path, then at the fork, follow the path to the left, along the front of the main building, round to the right through the exit gate.

#### **Please note, rules for all venues are as follows:**

- No food or drink is allowed in the building.
- No outdoor footwear is allowed on poolside.
- Parents/guardians are always fully responsible for their children, please ensure you are on site throughout the lesson.
- The use of profanity, verbal threats or any act of violence, will not be tolerated, at any time. Anyone using these kinds of actions will be asked to leave and may not be allowed to return to lessons.
- Where venues have gender specific changing facilities, children over the age of 8 must use the correct changing rooms, they are not permitted into the opposite gender changing area.

### **Preparation for Sessions**

Please try to arrive 10 minutes before the start of the class to allow time to prepare for the session.

You will need to bring along with you the following items for both during and after the session:

- Swimming costume
- Goggles (optional, I do prefer them to learn without) – please ensure these are fitted correctly before the start of the lesson
- Swimming hat (optional)
- Drink of water
- Bag for wet items
- Towel
- Dry clothes
- Shower toiletries (Hutton only)

### **Badges and certificates**

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Badges and certificates are awarded in line with the **STA's** (Swimming Teachers Association) **International Learn to Swim Programme** (ILSP), which aims to provide a complete progressive aquatic pathway for learners of all ages to progress from their first aquatic experiences through to becoming safe, proficient swimmers. Details of the ILSP can be found online.

Progress reports will be sent out at the end of each course, to let you know how your child is progressing and whether or not they have passed their award. From 1<sup>st</sup> January 2022 Badges and certificates are included in course fees and will be given out on a termly basis.

### **Course Fees & Conditions**

The full course fee is payable at time of booking to secure your place. Payment via Direct Debit is preferred, set up details will be sent with invoices along with our Direct Debit Guarantee. Payment can also be made either by cash or bank transfer prior to payment due date. Apologies, we do not accept cheques as method of payment. If paying by cash, please place correct amount in a sealed envelope with the child's name clearly written on the front of the envelope. If paying by bank transfer, please state on the payment reference the child's full name. Payment details are as follows:

**Account name: AMYS AQUASTARS**

**Account number: 33350162**

**Sort Code: 30-98-97**

**Payment Reference: [Please enter your child's name]**

If you are unable to attend any of the classes, please let me know in advance where this is possible, and we will try to accommodate you on an alternative class subject to spaces. Please note this is a good will gesture and is not guaranteed. Lesson credits will not be granted for missed lessons.

Occasionally, lessons may need to be held at an alternative venue if a pool is unavailable for reasons such as maintenance, etc. If you are unable to attend an alternative venue, then catch up lessons may be arranged. Credits/refunds will not be offered on these occasions, where suitable alternatives have been provided; however, individual circumstances can be reviewed on request.

### **Refund/Cancellation Policy**

If you wish to cancel your course booking, a full refund will be granted if the cancellation request is made prior to the date of your first lesson. After the first lesson has taken place, the course fee is non-refundable. In certain circumstances a change of time or day of your session maybe available subject to availability. Please email all cancellation request to [enquiries@amysaquastars.co.uk](mailto:enquiries@amysaquastars.co.uk)

### **Data Protection Policy/Safeguarding Policy**

Our Data Protection Policy and Safeguarding Policy can be viewed on our website at [www.amysaquastars.co.uk](http://www.amysaquastars.co.uk), or can be emailed to you upon request.

### **Complaints Procedure**

If you feel you are dissatisfied in any way, or have a point you would like to clarify, please get in touch asap. We want to help you resolve your complaint as quickly as possible. We are committed to providing a high-quality service to you and all future customers; therefore, we treat ALL complaints seriously and will work with you to resolve the issue and provide a better service in the future.

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**And Finally...**

Have Fun!! We want the children to enjoy their swimming journey. Please prepare your child before the start of the lesson, let them help to pack their own bag and explain why they need the different items. Tell them their teacher's name and ask them if they have any concerns. If there is anything they want to know beforehand then please don't hesitate to ask. The more prepared they are, the easier it will be for them to get in and start having fun. Explain that there is absolutely no pressure, we will never force them to do something that they don't want to do; it is their journey to take in their own time.

Kindest Regards,

*Amy Holden*

Aquatics Professional

**Contact details**



[www.amysaquastars.co.uk](http://www.amysaquastars.co.uk)



Amy's AquaStars Preston



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Amy's AquaStars  
Learn to Swim, the Fun Way!