

## Welcome Letter Parent and Baby Course

Dear Parent and Baby,

Welcome to the **STA Starfish Parent and Baby** course. Thank you for enrolling your child and giving us the opportunity to start 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.

## Welcome Letter Parent and Baby Course



### 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.

### Levels

The course content will follow the **STA's** (Swimming Teachers Association) **Starfish Programme**, which is an *innovative* series of six progressive awards designed to introduce babies to a water adventure where confidence and safety skills are introduced. Further details of the Starfish Programme can be found on our website.

### 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 please note there are no shower facilities available.

**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.

### 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 the following with you for during and after the session:

- Disposable swim nappy
- Re-usable swim nappy (I recommend wearing both the disposable nappy and the re-usable one (to avoid any leakage into the pool especially in young babies)
- Warm swimsuit for baby – we recommend Konfidence swimwear for which you receive 10% discount using the code **AMYSAQUASTARS**  
(<https://www.konfidence.co.uk/?ref=amysaquastars>)
- 2 towels for baby
- Parent's swimsuit and towel

### 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

Welcome Letter  
Parent and Baby Course

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.

### **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.

### **And Finally...**

*Relax and enjoy* the experience, and make the most of these valuable bonding sessions. Parent and baby classes provide valuable skills, so that you can confidently guide your baby on their first steps of their swimming pathway. Don't worry if the session doesn't go to plan, or if your baby decides they don't want to get involved, becomes upset or disruptive. We have plenty of equipment in place, so if they need a few moments to one side, playing with the toys or just having a moment to calm down, then that's fine. Our classes are small, so that we can provide this personal touch. We look forward to seeing you at the first session.

Kindest Regards,

*Amy Holden*

Swimming and Aquatics Professional



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



Amy's AquaStars Preston



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