Active Swim FAQ

Payments

By booking lessons with Active Swim, you agree to make payment by the due date specified in your enrolment email. If payment is not received by the stated deadline, your booking may be cancelled, as we will assume it is no longer required.
Please note that pool coordinators reserve the right to deny entry to any lesson that has not been paid for in advance.
For swimmers renewing their place, full payment for the course is required from the first day of term.
Swimmers joining partway through a course will be offered lessons starting immediately upon booking.
If a swimmer wishes to take a break between terms, they will need to reapply when ready to return. Unfortunately, we are unable to hold lesson slots during this time.

What if my child misses a lesson?

If you cannot attend your lesson, we are unable to make up/ credit, transfer or refund your lesson. On booking the course, we ask that you book a convenient time that you can regularly attend for the full term, as lessons are non-refundable.

What happens if a class is cancelled?

In the unfortunate event that we must cancel lessons/amend the term dates, we will notify parents/guardians by email. If we cannot offer an alternative lesson, the cancelled class will be credited to your Active Swim account. If Active Swim can offer an alternative lesson at a similar time/day you will not be eligible for a refund or credit or to be transferred.

Can I speak to the class instructor?

We have a pool coordinator on site. Please feel free to raise any queries that you may have with them. The pool coordinator will then give feedback to the instructor. We request parents to not disturb the instructors, as their focus must remain on the swimmers who they are teaching. Alternatively, please email any queries to: admin@activeswim.co.uk

What if my child is unwell?

If your child is unwell, please do not bring them to their swimming lesson. In the instance of sickness and/or diarrhoea your child must have been clear of all symptoms for at least 48 hours before attending a lesson, in line with NHS guidelines.

Can I change my lesson day, time, or ratio?

If your circumstances have changed, whilst we cannot guarantee that we can change your lesson, please email admin@activeswim.co.uk and we will try our best to accommodate your request. If we cannot accommodate your request, we will note you on the waiting list for a change, whilst you continue to attend your booked session. Please note that for 2:1 lessons, we cannot make any changes unless the booked swimming partner also agrees to a change.

2:1 lessons, additional information

If you have requested a 2:1 lesson and we cannot find a partner for your swimmer to swim with, we will offer the option to upgrade to a 1:1 lesson for an additional fee, or you will have the option to book a group lesson and be refunded any difference in fee. We try our best to offer this ratio to the wider swim school, and not just sibling and friend partners, but the ratio cannot be guaranteed if a partner cannot be sourced

Swimming Instructor

For the continuity of learning for all our swimmers, we ask our teachers to commit to a full term of teaching. However, due to unforeseen circumstances beyond our control, there may occasionally be a change of instructor during the course. In such instances, Active Swim will ensure that any replacement teacher is suitably qualified and fully briefed to provide a seamless transition and maintain the highest teaching standards.

Will my child stay in the same class throughout the term

Swimmers are continuously assessed throughout the term to ensure they are placed in the most suitable class for their current ability. Should a swimmer's progress indicate that an alternative class would better support their development, Active Swim may contact families during the term to recommend a change. While every effort will be made to offer a class at a similar day and time, this cannot be guaranteed.

Changing facilities

Please where possible arrive at the pool swim ready, so the cubicles can be used by swimmers changing after their lesson. DO NOT leave any belongings in the cubicles. If items are found in the cubicles, they will be removed by staff members. However, please remember that our staff are on poolside to teach and keep your children safe and are not there to patrol the changing rooms. We appreciate your support and understanding on this matter.

Footwear

All outdoor shoes MUST be removed in the foyer. You are welcome to bring flip flops or purchase shoe covers. Amazon stock a variety of non-slip covers. It is recommended that you pop your shoes into a bag and take the bag with you, to avoid any unfortunate mistakes of others picking up your shoes. **This is compulsory** for health and cleanliness reasons plus protecting our newly refurbished pool. If customers are found to still be wearing their outdoor shoes in the building, they will be asked to remove them.

Royal Masonic School and York House School Students

Highly important for all swimmers and parents/guardians attending the Royal Masonic School and York House School. All customers must stay on the path and walk directly to the pool on arrival and back to the car park after the lesson, as the pool arrival instructions state. At no point should anyone be on the grass area or any other part of the school grounds or school building. Parents/ Guardians must wait in the spectator's area whilst their children swim.

Failure to comply, will result in your booking removed. This is compulsory and in our agreement with the school, in line with their safeguarding policy for their boarding school students.

We thank you in advance for your cooperation.