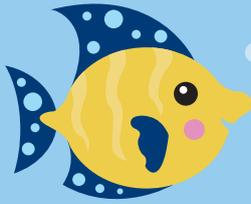
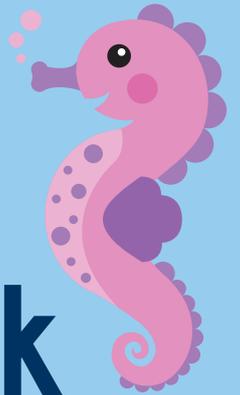


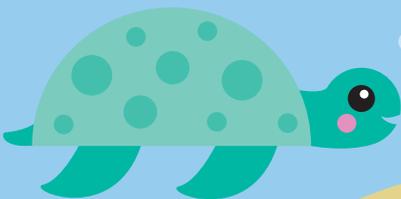
strokes ahead



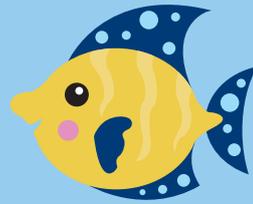
Learn to swim academy



welcome pack



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Welcome to Strokes Ahead learn to swim academy.

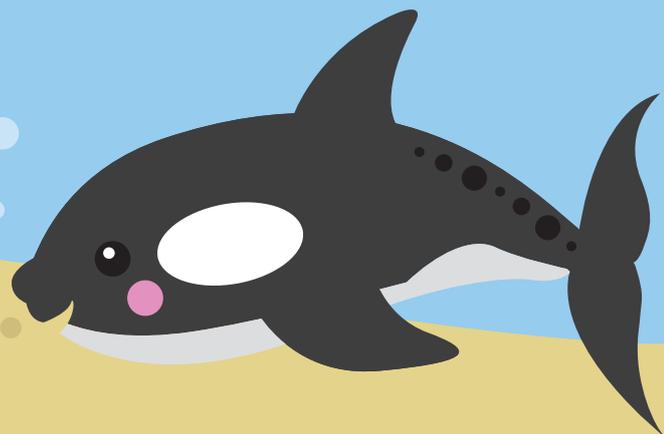


Thank you for choosing Strokes Ahead Learn to Swim Academy for your child's swimming journey. We look forward to meeting you very soon, and would like to take this opportunity to welcome you to the Strokes Ahead Journey.

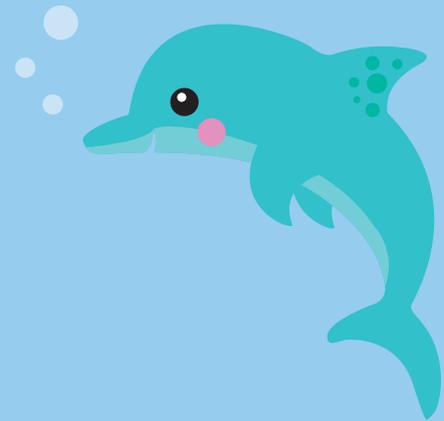
The Strokes Ahead Journey has been specifically designed to provide a unique pathway for our swimmers, from toddlers, pre-schoolers and beyond.

Our programme encourages water safety, confidence and awareness. We have designed the programme to be both exciting and rewarding and the skills that have been set to each stage have been carefully designed to set your child on the best possible pathway for a lifetime of swimming.

We hope that you enjoy your time with Strokes Ahead. We are constantly looking to improve the service that we deliver to our customers, and we always welcome your feedback. If you have any comments or concerns regarding your child's swimming lessons please get in touch with the office who will be happy to help you.

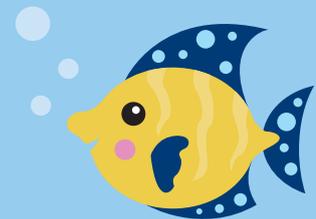


What should I bring to my lessons?



You will need to bring the following with you for your Strokes Ahead Swimming Lessons:

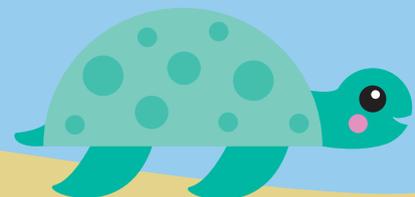
- A towel for your child. We recommend that you bring this poolside with you
- A swimming hat
- A swimming Costume / trunks
- Swimming Goggles
- Bottle of Water or Juice



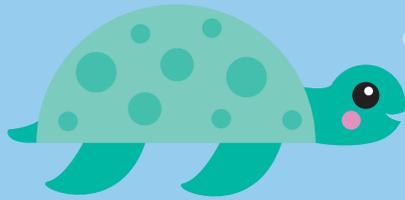
Please avoid bringing much else to your lesson, as the space in the facilities can be limited at times.

Please note pushchairs are not allowed into any of the venues.

Strokes Ahead will provide all the equipment needed for the lessons. We encourage independence in the water from the age of three. As such, you will not need to bring a swimming costume and towel for yourself.



Illness



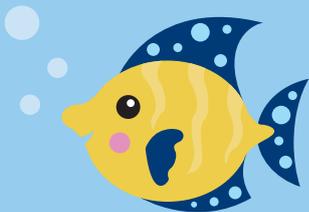
Here at Strokes Ahead Learn to swim we understand that children are poorly every now and again. We want your child to enjoy their swimming lessons, but also want to ensure that we follow the advice issued by the NHS and Public Health England to avoid infections spreading. While your child is able to attend Strokes Ahead Swimming lessons with a common cold, for example, there are some illnesses that will mean your child should not attend sessions - these are detailed below.

Chicken pox

Your child must not attend Swimming lessons while they are still infectious. It is important to remember that, even when past the infection stage, your child's skin may be sensitive, and may be aggravated by chlorine. We recommend that you consult a medical professional to determine when it is safe to return to the pool.

Sickness and diarrhoea

As recommended by the NHS, your child should not return to the swimming pool for two weeks after their last episode of diarrhoea. This is to maintain cleanliness and hygiene in public pools, and to limit the spread of infection. If your child has experienced any vomiting or a stomach upset, we advise you avoid the pool for 48 hours.



Illness continued

Ear or eye infections

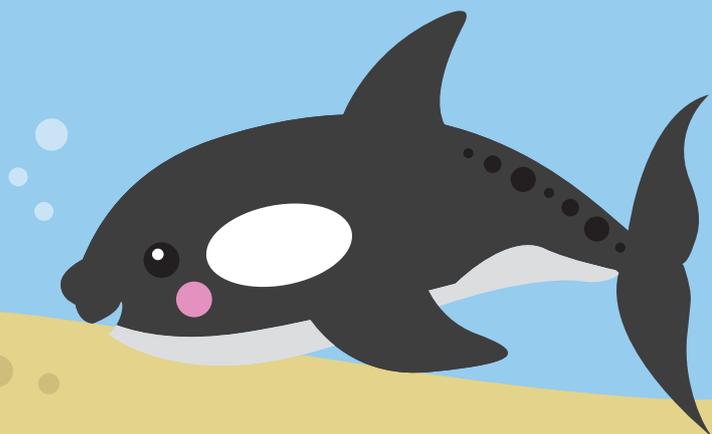
Please seek professional medical advice on when your child is able to return to the pool.

Other conditions

If your child has grommets, verrucae, broken bones or any other conditions that may be adversely affected if they undertake swimming lessons, please seek medical advice on how these should be treated and seek guidance on their return to lessons.

Long-term illness

If you or your child have or develop a long-term illness that prevents you from attending Swimming lessons, please contact the support team. You will be asked to advise on the expected recovery period, Refunds for any missed lessons will be issued based on our terms and conditions. Please ensure that any medical issues are added to your Home Portal account so that Strokes Ahead instructors are fully aware.



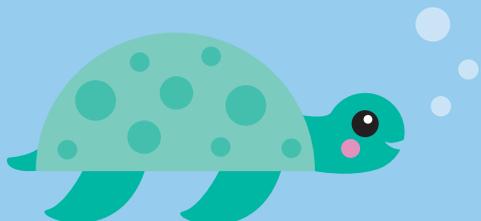
Venue information

Specific information about your Strokes Ahead Swimming venue can be found on your Home Portal account. This includes details about parking, spectators, changing facilities, door codes, and more.

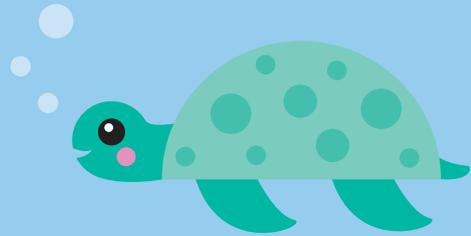


Photography and Videography

Taking photographs or videos is NOT permitted at any point during Strokes Ahead Swimming lessons. If you do take pictures or record videos, you will be asked to delete them (witnessed by a member of staff). Please do not take offence at this as we have a duty of care to all our customers. As a company, we occasionally photograph or video lessons, staff, and facilities. We will always ask for written permission to take these, and the pictures and videos used will be readily available for you to view – please just ask.



Lesson Programme



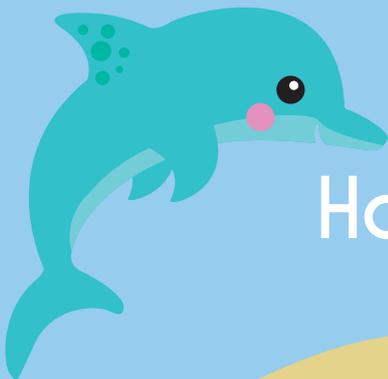
As part of our structured lesson programme, our instructors use a variety of teaching methods. By accepting our terms and conditions, you are agreeing to our instructors being in the water with your child and, at times and where applicable, may need to be in physical contact with them. The reasons for this are not exhaustive but do include; demonstration, guidance on how to deliver swimming technique, or safety.

All our instructors are trained in line with statutory and company guidelines. This includes manual handling pertinent to the safe delivery of our lessons, as well as an adherence to child protection policies and guidelines.

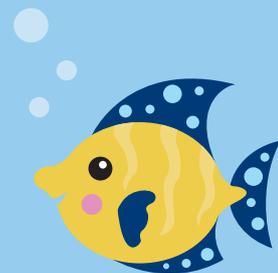


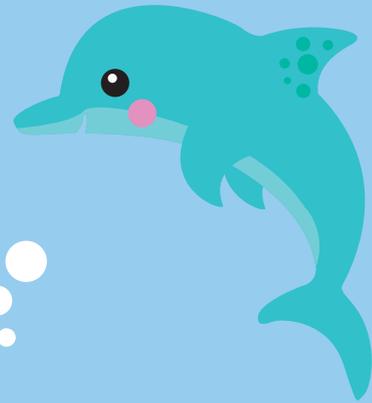
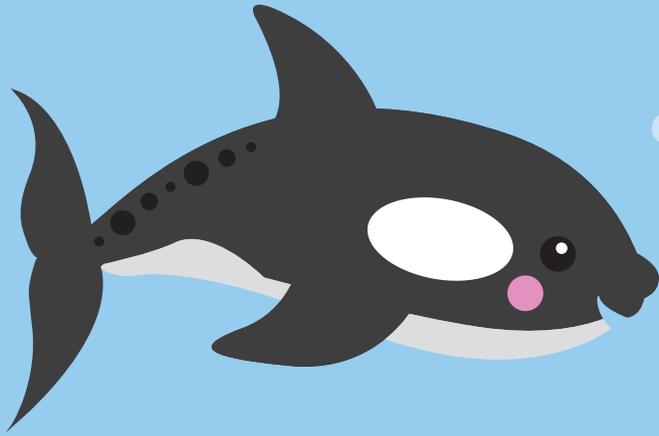
Got a question?

If you have any questions, please feel free to contact Strokes Ahead who will be happy to help you with your Swimming Journey.

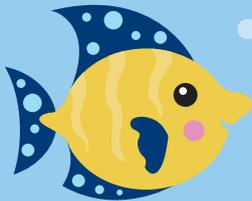


Happy Swimming!





strokes ahead



strokesahead.co.uk

strokesahead@outlook.com

