Crash Course Swimming FAQs and T&C’s

We are pleased to announce that our swimming pools are now reopening for swimming lessons and intensive ‘Crash courses’ for our customers. All swimming pools are operating on a Covid-19 safe basis and our staff have been trained in new safe ways of working, these new arrangements have been implemented to keep all our customers safe from Covid-19 exposure.

We appreciate that you may have some queries prior to you making a decision to return to swimming lessons, we have set out below several FAQ’s you may have concerning your return to swimming and our COVID operations.

**Please take time to read them before you come back for your first lesson.**

**When are my child’s Swimming Lessons returning?**

A selection of the Learn 2 swimming lessons have already started to resume at Atherton Leisure Centre & East Ham Leisure Centre our Swimming Co-ordinators will now be contacting Newham Leisure Centre Learn2 customers to arrange their return. Crash Course Lessons are being introduced at Newham Leisure Centre to help customers back into the water, help with rebuilding confidence and top up any lost swimming skills due to the prolonged absence of swimming lessons. These crash courses are being offered to children over the age of 8 and at stage 4 and above. Crash courses will be available for a limited 3-week period, Monday to Friday, 7th June – 25th June.

**How has it been decided which children are to be allowed to return?**

We recognise that many of our customers at this time may want to take up the opportunity of Crash Course Lessons. We are therefore offering current Newham Leisure Centre Learn2 customers priority booking of these spaces until 2pm on Thursday 3rd June 2021. After this date, bookings will be accepted from customers currently enrolled at East Ham & Atherton Leisure Centres who are currently enrolled on to the Learn2 Programme.

**What is the booking process going to be?**

To book your place please call 0300 124 0123. Please note you will need to pay for the course in full and our standard terms and conditions apply.

**What COVID Secure arrangements are in place at the Centre?**

Leisure Centres have one-way systems to guide customers safely around the leisure centres, COVID-19 signage has been installed in all Leisure Centres. All customers are required to wear face masks or shields w inside the building, unless exempt. There will also be staggered start and finish times of classes; reduced class sizes; reduced capacity and cubicle accommodation in changing rooms and increased cleaning regimes. All Swimmers must arrive “**beach ready”** to limit the need to use changing rooms on arrival. Hand sanitiser stations are available for customer use throughout centres. Swimming teachers will use central poolside collection points for all swimmers to reduce customer travel across the centre.

**What are the arrangements for dropping off & picking up swimmers?**

We encourage all swimmers to come to the lessons with a parent or guardian. However, at present, we would request that you limit this to only ONE parent or guardian to accompany each child into the Leisure Centre. Swimmers are requested to come ready to swim, with as little clothing/bags as possible to limit the need to use changing rooms when they arrive. Parents/guardians are requested to look after personal belongings as lockers are not available. Due to restrictions, parents/guardians will not be able to spectate whilst their child/ children are participating in their lessons. parents / guardians are required to wait outside of the Leisure centre until your child has finished their lesson. We would also ask to follow social distancing guidance and do not congregate in groups of more than six.

**Will changing rooms and showers be available?**

Changing rooms and showers will be available. However, we are operating a communal changing room and therefore ask all customers to use the changing cubicles to ensure privacy. Showers should be limited to no more than two or three minutes when exiting pools before getting dressed.

**Will I be required to wear a face mask at the centre?**

Yes. To protect our staff and other customers, you must wear a face-covering while inside the centre in line with Covid-19 guidance for protection against transmission unless you are exempt.

**Is my child’s lesson going to be in smaller groups?**

Yes. To maintain social distancing and comply with Swim England’s guidance, we will be reducing the numbers of swimmers in each class. Swimming classes may also be held in different areas of the swimming pools.

**Will my child have the same teacher as before?**

No, teachers will vary due to staff availability, however, all our teachers hold required qualification, valid DBS checks and years of teaching experience.

**What arrangements will be in place to ensure both facilities and equipment will receive additional cleaning?**

To ensure all our facilities are COVID-19 secure, we have introduced extra cleaning in all areas. In line with the Government’s advice for the control of Covid-19 transmission & Swim England guidance for example, additional cleaning of pool equipment and social distancing measures

**If I’ve paid already paid for a block of lesson and am in credit, why do I need to pay again for this when I’m owed lessons?**

Crash courses are being offered in addition to the standard Learn to Swim bookings If you are entitled to any credits relating to any cancelled / postponed lessons, you will receive these via your Learn2 account, these credits can be redeemed when the full learn to swim programme resumes later this year.

We look forward to seeing you back in the pool soon!