

## **Woodrow Swim School - Frequently Asked Questions**

### **At what age can my child start lessons?**

Children can start accompanied lessons from as young as 9 months. Children can then go into the water unaccompanied with the teacher from 3 years if they are confident and able to take instruction from the teacher, if not then from 4 years.

### **How do I know what class my child should be enrolled onto?**

A copy of our criteria is available from reception, alternatively, call Woodrow Swim School on 01494 432433 and we will give you an idea as to what ability they are. It may be that we need to see them swim to give us a better idea, but this can be arranged over the phone.

### **What if my child is enrolled into the wrong ability?**

All children will be assessed on the first lesson of term, if your child is in the wrong class we will try to move them straight away.

### **How long are lessons?**

All lessons are ½ an hour, except for Adult lessons which are an hour.

### **Can I have a trial lesson?**

No. All lessons need to be paid for in advance.

### **Do lessons run during the School holidays?**

No. We run to the school terms, the only holiday we run through is February ½ term. We run crash courses and one-to-one lessons during school holidays.

### **Do you run one-to-one classes?**

Yes. The bulk of these classes take place during school holidays.

### **What if my child is very nervous/has never been in a pool before?**

All our instructors are very experienced at dealing with nervous children. Try to arrive approximately 15 minutes early for your first lesson so they can watch the class before to become familiar with how the class will run.

### **Can I watch my child's swimming lesson?**

Yes. We have a viewing area behind glass at the deep end of the pool. We do ask that parents don't enter poolside unless invited by the class teacher.

### **Are the teachers in the water?**

For Pre-School, Novice and Beginner 1 classes, the teachers are in the water. Obviously this will depend on the ability of the children within the group, for example if most of the children in the class are swimming a width, one or both teachers may be on the side, this is entirely at the teacher's discretion.

### **What if I want to change the day/time of my child's swimming class?**

If you let Emma O'Brien know as early as possible (ideally around ½ term), which class you would like to move to, we will try our best to move you for the following term.

### **Can my child wear goggles?**

Children above Novice standard are allowed to wear goggles, although we do not recommend it until they reach Improver 1 standard. If they do wear goggles and

they are a distraction, the teacher will ask for them not to be worn. It is suggested that goggles are fitted and tested at home as this sometimes wastes time during the lesson. At some time during each course all pupils will be asked to swim and or perform skills without wearing goggles, we consider this essential for water confidence.

#### [What if my child has long hair?](#)

All children with long hair must tie it back, with fringes clipped away from their face or wear a swimming hat.

How do I find out the result of my child's assessment?

Towards the end of the course all pupils will be given a re-booking letter. The letter will show the day, time, ability (which has been assessed by the class teacher throughout the course), next course dates and date by which payment must be made to ensure continuation on the next course.

#### [How do I enroll onto swimming lessons?](#)

If you call 01494 432433 we can tell you what availability we have for swimming lessons. However, payment guarantees the space. For the first week of enrollments you will need to come into the Recreation Centre in person to book a place.

#### [Do you accept credit/debit cards?](#)

No. Unfortunately we only take cash and cheque payments. Although we aim to take credit card payments as soon as possible.

#### [Where are you located?](#)

We are just off the A404. If you are coming from Hazlemere, turn left into Cherry Lane and then left into Woodrow High House. If you are coming from Amersham direction, turn right into Cherry Lane, then left at the natural T-Junction and then right into Woodrow High House.

Woodrow Recreation Centre can be found at the top of the drive on the left.