

Welcome to shoreline Leisure Greystones Swim school

Here in Shoreline Leisure Greystones, we have experienced and qualified instructors that can cater for all levels of ability, from the nervous swimmer to the advanced swimmer. We not only aim to teach your children to swim, but to help them develop an understanding of the water. Our teachers create a fun and relaxed environment in which your child can actively develop their swimming skills to help you every splash of the way.

Our classes are taught in small groups, allowing instructors to take a very personal approach to each participant and allow children and adults to learn and acquire new skills at their own pace. Our shoreline swim team are professional individuals that have a reliable approach to teaching. We provide a warm welcome and ongoing support throughout your time with us.

We provide a comprehensive swimming programme for all swimming abilities. All our instructors are fully qualified and experienced. Throughout each level we have specifically designed criteria to help develop and encourage swimmers to acquire the skills necessary for swimming and are flexible to the ever-changing needs of each swimmer within our lessons. We follow a progressive syllabus to help each child progress through each level.

These daily lessons are a great way of improving technique and skills in just one week. Our intensive swimming lessons allow for faster progression as the skills learnt are carried forward to the next day with less time spent recapping the previous class. These lessons are ideally aimed at those swimmers who are already in lessons or are familiar with pool settings and looking to improve skills and/or gain more water confidence during these weeklong lessons. Our continual feedback and positive, open communication ensures each child is always learning and growing and individuals are addressed by name by our engaging, fully-qualified teachers.

At 40 minutes per lesson, sessions are designed to work with your child's maximum concentration and energy levels.

Swim School FAQ's

- Please make sure your child is Swim-Ready. This means coming to our facility with their swimwear under their clothes or wearing a towel-robe to reduce changing time before and after lessons
- **Please do not arrive more than 5 minutes before your class starts**
- Once you enter, hand sanitiser will be available for you and your child to use
- Our staff will direct you and your child to where they can get ready for class.
- Each class level will have its own designated changing area, where you will be allocated your own cubicle to be used for the duration of the lesson.
- Our levels 4 and level 5 groups are in their own changing area (split between boys and girls). We ask all parents/guardians to respect this changing area for the swimmers only and wait at the collection point before and after the class.
- Once your child is ready for their lesson, your child will be directed to stand in their designated area – this is where they will wait for their class to start. Signage will also be in place to assist.
- Once lessons have ended, your child will again get the opportunity to use the pre shower area (this will be a very short shower to wash any chlorine residue from the swim togs) and then be directed to the changing area. Please don't delay in getting changed as our next group of lessons will be due in.
- We ask that Parents/Guardians promptly collect your child after their lesson has finished in a timely manner. Follow signage and the direction of staff to exit the building as quickly as possible to allow for the next group of swimmers to enter.
- We recommend ideally **1 parent/guardian per 1 child participating in swimming lessons** to prevent overcrowding in the changing area and viewing gallery

What can I expect on arriving for lessons?

Our swim teachers focus on introducing swimmers to the range of swimming skills using a fun, engaging approach while all the time developing the skills to enable the swimmer to progress through each level! On lesson day, the receptionist will welcome you and show you again where the changing rooms are and our swimming pool

Some swimmers in our summer lessons might have been attending our lessons with our swim school during the academic year. New children joining in will be gently introduced to their peers, activities, and games, and given space and time if yet not keen to participate but still always encouraged to join in when they are ready to do so. Our swim teachers will always focus on positive experiences. Even if it takes a few lessons for your swimmer to trust them and feel comfortable in the water environment. The key to a successful lesson is that children learn through play and enjoyment. And to make sure they look forward to coming back for their next class again.

Communication between parents/guardians and teachers is very important. If there's anything a teacher must know about the child, this must be communicated in advance of the lesson (impaired physical or mental abilities, anxiety, or previous experiences in water, etc.). And be assured confidentiality will be paramount.

How will Lessons operate?

Pre-Lessons: Parents/guardians will enter our facility and must check in while sanitising hands. Please proceed to the changing area where your designated level area will be assigned. You will have your own area for the duration of the lesson. Once changed please proceed to our viewing gallery, your swimmer will be under the supervision of the teacher at this point.

During Lessons: We recommend 1 parent/guardian per 1 child participating in swimming lessons to prevent overcrowding in the changing village, viewing area and to keep a calm environment for our swimmers who may find a lot of people and noise overwhelming. We ask not to gather in any public areas including reception or changing areas during the lesson.

Post lessons: We ask that swimmers adopt a “Dry, Dress and Exit” system after lessons. We know lots of our swimmers bring pyjamas and onesies for after their lesson and recommend this is done where possible. We also recommend slip on shoes for ease of dressing pre and post lessons. We ask all parents/guardians to be ready when the lesson is over for a prompt collection in their designated level area.

Will changing rooms be available?

Changing rooms will be available, however we will be asking swimmers to arrive “swim ready” to limit use of the changing rooms to after lessons only. This means having swimwear under clothes that are easy to remove or wearing a towel-robe. We also ask that swimmers adopt a “Dry, Dress and Exit” system and shower at home before and after lessons. We know lots of our swimmers bring pyjamas and onesies for after their lesson and recommend this is done by everybody. We also recommend slip on shoes for ease of dressing pre and post lessons

What do I need to bring to swimming lessons?

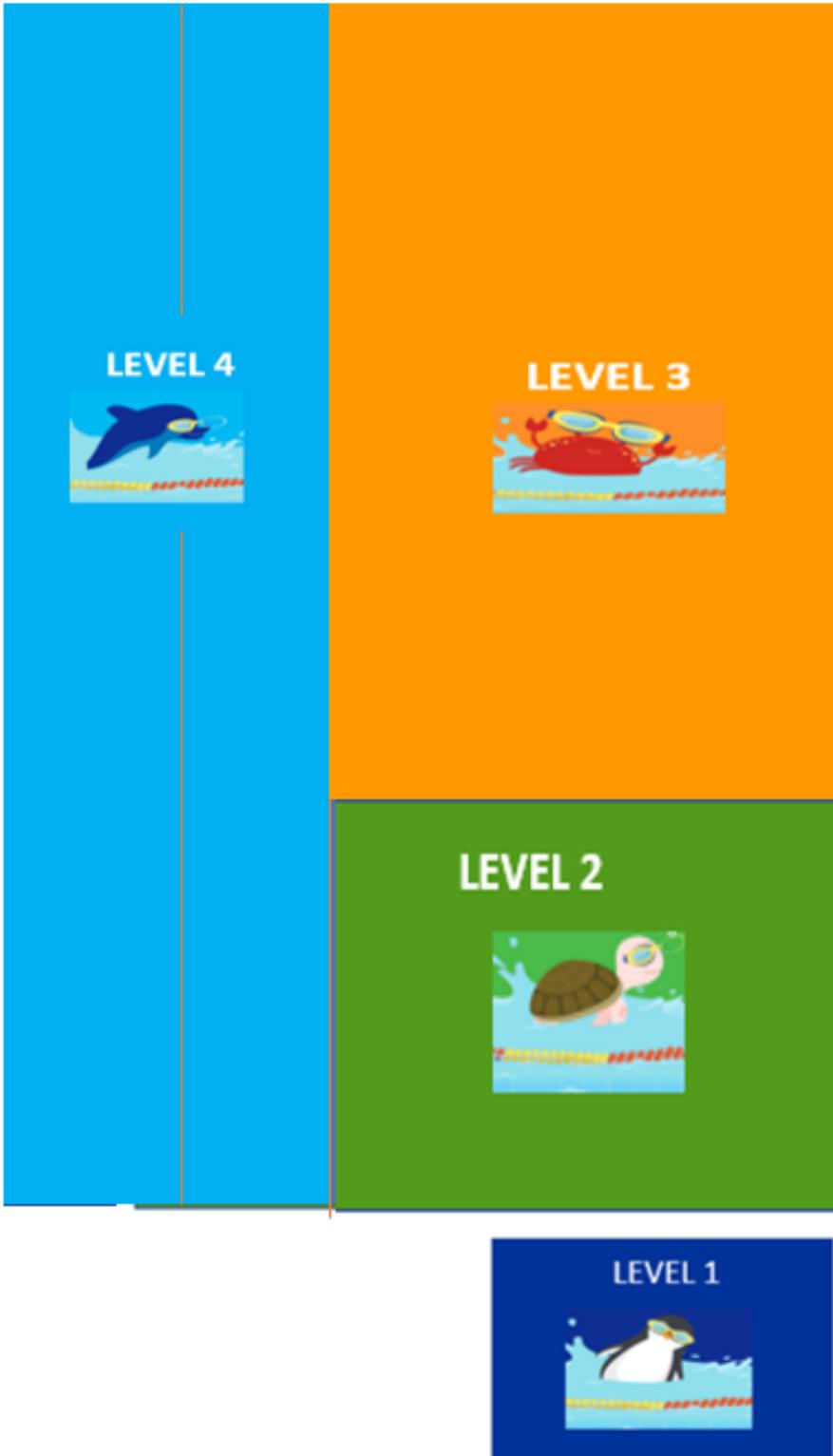
You need a swimming costume, goggles, swimming hat and towel (we sell hats and goggles at reception if needed). Make sure you arrive promptly (entry into lessons will be 5mins prior to your swim lessons slot) so you have time to change and be ready for the start of the class. Even though you are in the water, please bring a bottle of water with you to rehydrate afterwards.

I have a swim query who do I contact and how?

Your main point of contact will be with Niamh who manages the swim school and pool bookings. Email is swimschool@Shorelineleisure.ie where all your queries will be answered promptly. Alternatively, you can contact our front of house team on 012878180 who may be able to answer your query or direct it to Niamh



Our Level Structure within our Swim School and level mascot



Some of the swim equipment we will use in our levels to familiarise your swimmer with



Summer Intensive Lessons Further T&Cs

- We ask all visitors to the leisure centre to obey the T&Cs and the centre rules
- Bullying in any form will not be tolerated in accordance with the Shoreline Leisure Centres Child Protection Policy. Children who misbehave will be asked to leave the lessons. No concession will be forthcoming in these circumstances.
- **Parents/Guardians are responsible for the children in the changing area**
- **We Require all parents/guardians to always remain readily available on site**
- **It is not Shoreline responsibility to look after pupils other than the minute they step onto the poolside**
- Parents/guardians are asked not to distract instructors or swimmers during lesson times.
- All children who are not participating must be always supervised
- **Food, drinks, chewing gum and glass container are not permitted on the poolside, viewing gallery, or changing area.**
- Personal belongings are not to be left in the changing cubicles while lessons take place. Please use the lockers provided. No responsibility will be taken by Shoreline leisure, or its staff for lost, stolen, damaged or moved property
- Hats must be work by all swimmers/jewellery must not be worn or left on the pool side.
- **Showers must be taken before entering the pool**
- Use of photographic and video recording is not permitted

Refunds/ Missed Lessons

1. Lesson fees are non-refundable where the pupil has either missed lessons or decided to withdraw from the programme altogether.
2. Lessons run consecutively; the lesson credits will be utilised as each lesson takes place regardless of pupil attendance (except for pool closure/lesson cancellation).
3. In exceptional circumstances management may exercise discretion on refunds or credit notes but this would only be on production of a medical certificate or documentation from a medical centre, hospital, or GP.
4. **We do not offer refunds for any of our lessons programmes unless stated in point 3**

Changing Teacher

1. We will use reasonable endeavours to provide the same instructor for each lesson within a course. However, relief instructors may be used without prior notification.
2. We reserve the right to appoint a new teacher at any time and may, at times need to provide an alternative teacher for a class or classes due to illness or for any other unforeseen circumstances.
3. In the event a teacher is away for a long period of time we will try to keep the same cover teacher for the time where possible.
4. If a teacher is absent, the centre reserves the right to join classes together if considered appropriate and safe according to Swim Ireland guidelines. We would always try to put a replacement teacher in place immediately however, if this is not manageable, we would put the classes together to avoid the cancellation. This would be an extremely rare occurrence as additional teacher are usually available to cover any such eventualities.

Health and illness

1. **Prior to commencing swimming lessons with us you are asked about any pre-existing medical conditions, illness, or injuries likely to impede a swimmer's safety or ability to participate. You agree to inform us of any changes as soon as you are aware of them. All information will be kept strictly confidential.**
2. Should a swimmer have, or develop, any known or suspected medical condition, please consult your doctor before swimming. You must then let us know via email or telephone. In the event that your illness is contagious and may affect other swimmers, we may share basic information about this risk with other participants. All information received is treated in confidence and with sensitivity.
3. Never bring your child (or adult) swimming if they have any illness such as Covid-19, an ear infection, diarrhoea, vomiting, chicken pox, impetigo, conjunctivitis, or a bad cold. Please wait until your doctor has given the all-clear before returning to classes.
5. Our teachers may refuse entry to the pool if they reasonably believe that your child is not well enough to participate.