

SWIM & SPORTS ACADEMY



How do I sign up for swimming lessons?

This can be done via the Burnham-on-Sea Swim & Sports Academy website www.bospool.com and navigating to the Swim Academy web page: [Burnham-on-Sea | Swim Academy \(bospool.com\)](http://Burnham-on-Sea | Swim Academy (bospool.com)) from here, you can click on **NEW SWIMMER** to register & enrol your swimmer (s) into a class. Alternatively you can phone (01278 785909) or visit the Swim & Sports Academy Reception Desk. The quickest way to get your student signed-up, is to fill out the on-line registration form on our website. Should you need help in determining the right class or have further questions, then please do not hesitate to contact us on questions@bospool.com

When can I sign up?

Our Swim Academy is a year-round programme. Classes are ongoing and your child can be enrolled in the appropriate class should there be space at any time. Tuition will be prorated to reflect the time of enrollment should you join mid-way through a term.

Where can I find a schedule of classes?

Please click on the class schedule link on our website www.bospool.com. [Burnham-on-Sea | Swim Academy \(bospool.com\)](http://Burnham-on-Sea | Swim Academy (bospool.com)) The schedule of classes is constantly evolving. Availability is updated daily as children graduate into and out of classes.

What class should I enrol my swimmer onto?

For complete beginners, please sign up to a Stage 1 class if aged 5+ or in the Duckling Beginner class if aged 3-5 years. We have 10 Stages (levels of classes) on our Learn to Swim Pathway for children over 5 years of age. Please review the Stage Criteria in the link below to determine the appropriate Stage/class level for your child. [Learn to Swim Stage 1-7 Awards | Swim England Learn to Swim \(swimming.org\)](http://Learn to Swim Stage 1-7 Awards | Swim England Learn to Swim (swimming.org)) If under 5 please click here [Duckling Awards | Swim England Learn to Swim Programme \(swimming.org\)](http://Duckling Awards | Swim England Learn to Swim Programme (swimming.org))

Please do not hesitate to contact the Academy on 01278 785909 should you require further help or guidance.

How do I pay and confirm the space?

Payment is not required when registering through our website. However, payment is required to confirm your space. We accept cash, cheque, debit, or credit card. To achieve confirmation, please contact the Academy on 01278 785909 to make payment or visit the reception desk at **least 7 days prior** to the start of your required class to make payment and receive confirmation. Payment is made on a termly basis (between 5 to 9 weeks depending on the Terms duration, which coincides with the Academic school year).

How many students will be in the class?

For all our Duckling classes, Stage 1 & Stage 2 classes there will be a maximum of 6 swimmers to 1 teacher. For Stages 3+ there will be a maximum of 10 swimmers to 1 teacher.

How long are the lessons for?

Classes are 30 minutes in duration. (except for Tri Academy & Lifeguard Academy which run for 1 hour). Lessons continue year-round. (payable termly between 5-9 weeks).

What is the Pool temperature?

The pool is kept at a consistent 28.8 degrees.

How Deep is your pool, will my beginner be able to stand?

Academy lessons take place in our 25M x 10 M pool, that has a shallow end of 0.9 meters and a deep end of 3.0 meters. This provides an exceptional learning environment for children on their Swim England Learn to Swim Journey, with our Stage Classes strategically located in different areas of the pool to optimize the water-depth to suit the skills they are learning.

Our Duckling Classes, for swimmers (3-5 years), enjoy the benefits of having the teacher in the water and use graduated floatation backpacks (with buoyancy levels graduated to match the child's current aquatic ability) as some Duckling may be out of their depth in the shallow end.

Stage 1 & Stage 2 Learn to Swim children, occupy the shallow end space where they will be able to stand (0.9 meters) for their lesson. As confidence & ability progress children will have the opportunity to learn skills in the deeper water.

What do I need to bring to class?

You will need a Swimsuit (one-piece bathing suits for girls and swim trunks or Speedos for boys). A towel, a swimming hat (provided on arrival for new swimmers at the academy) & Swim Goggles. Goggles are recommended, but not required. Goggles may be helpful in getting a child to put their face in the water and in getting them to open their eyes under water. There are a variety of goggles on sale in our pro shop and our staff will be happy to assist you with finding the proper fit for your child if your child would like to use them (not mandatory). If your child is under the age of three, swim nappies are required.

The Academy provide the rest of the equipment required for swimming class such as floats, educational toys, fins, etc.

What can I expect when I arrive for lessons?

Upon arrival, please come to the front desk where we will check you in and answer any questions you may have. Your student(s) will be given their Academy Swim Caps. The Swim & Sports Academy has a family friendly village changing area which is located beyond reception. Please ensure all items are stowed in the lockers and not left in cubicles. Lockers take a £1 coin or token. Once you have changed for the lesson, please proceed to the entrance of the pool, where our Swim Academy Ambassador will check your student in a few minutes before class begins, and direct them to their class waiting station.

If your child is enrolled in a duckling class, or is nervous, the Ambassador may ask you to come poolside and wait with your child until they are settled with the instructor in the class.

Parents/Guardians should then proceed to the viewing area, where you can sit back and relax. There is a Starbucks café, free Wi-Fi, and restrooms.

Do I have to stay in the facility during my child's lesson?

Yes, parents/guardians must remain onsite during lesson time. Siblings in the viewing area must be supervised as well. No child is to be left unattended in the facility. Parents or guardians should pick up their children at the end of class at the entrance to the pool. No child can be left alone in the viewing area.

What happens if my child needs the toilet?

If your child needs the toilet, the Swim Ambassador will bring the child to the viewing area window to identify their parent who will need to take them. The instructor and supervisor cannot leave the deck to take them to the bathroom; a parent or guardian must be present to take them.

What if my child cries or is afraid?

We absolutely understand children who are newly afraid of water. Our teachers are trained to deal with even the most fearful swimmer. We will make every effort to be patient with children who are scared and crying. We have many toys, songs, and games to entice even the most skittish child. If you need help getting your child into the pool, please ask our staff for assistance. We believe that a few extra weeks is a small price to pay for a lifelong comfort in the water.

As a parent, the best thing you can do for your child is to be supportive and consistent. This will help your child adjust and overcome their fear. Delaying or avoiding swim lessons will reinforce your child's fear. Praise for improvements will go a long way towards a happy child.

What if I have to miss a class? Can I get a make-up or missed swim pass?

Yes, we offer an extensive make-up policy. Terms & Conditions apply. Please refer to our Terms & Conditions available here: [bos-swim--sports-academy-terms--conditions---jack-rabbit-2021-final.pdf](#)

Do all your teachers use the same skills and techniques?

Each of our instructors is working from the same curriculum (Swim England Learn to Swim Framework) [Swim England Learn to Swim Programme | An introduction \(swimming.org\)](#)). Recommended drills, games, and techniques are all consistent throughout our teachers. However, each group dynamic is different, and we allow our teachers to write their own lesson plans for each class. Each teacher has a different personality and different strengths to offer his/her students. We think this allows us to offer a truly individualized programme for each student.

How do I contact my child's teacher?

Because of our class schedule, teachers are usually too busy to talk with parents before, during, or after lessons. If you would like to speak with your child's teacher, please fill out a Parent/Teacher Communication form. If you would like to discuss your child's progress, any problems that have arisen, or just pass along information to your teacher, please use this form. The form is available at the front desk. Your teacher will make every effort to contact you within 24 hours.

Can I change my child's class to a different day and/or time?

Of course, you can. If we have availability in the appropriate level, we are happy to transfer your child to a class at a different day and/or time. If it is unavailable, we will place you on a waiting list. You will be notified as soon as an opening becomes available.

Is it typical to be in the same class level for several sessions?

Yes! We want the children to be confident swimmers and get the most out of their lessons. The instructors make individual assessments over the course of the class and will carefully make a recommendation for the next session based on what they saw. This is often done after consultation with the deck supervisor or manager as well. We do not want to promote a child too quickly only to have them be frustrated in a higher level. This is also an unsafe situation.

How can I help my child progress?

The more time your child can spend in the water, the more confidence gained & their ability to progress will become easier. Attending a Family or Open Session once a week to practice what they have learnt in class will be of great benefit. Children are also welcome to enrol into additional classes (more than once per week) to aid their progressions.

My child is progressing well, does he/she have to stay in the same class all term?

No, once a child has reached the requirements to graduate, the teacher will give them a pass slip & they will be immediately promoted. This can happen at any time during the term.

Progress, Badges & Certificates.

The Swim & Sports Academy believes in celebrating achievements every step of the way! Each student will be progressing on the Swim England Learn to Swim Awards journey. Click here to view: [swim-england-learn-to-swim-programme-awards-journey-\(1.pdf\)](#) We have carefully designed our class structure to shape behaviours through positive reinforcement. There are a variety of badges & certificates to achieve in each level [All Awards | A introduction to available awards for parent and](#)

[swimmers. \(swimming.org\)](http://swimmers.swimming.org) and the skills are structured so that students' progress in a logical order. Our awards are designed for kids to feel good about these achievements and to create an atmosphere of praise and accomplishment.

Do I need to change classes when my child earns their Badges Certificates?

If your child earns a distance badges [Rainbow Distance Awards | Learn about these Swim England Awards \(swimming.org\)](#) or water skills badges [Water Skills Awards | Learn about Swim England Awards \(swimming.org\)](#), their instructor will hand them a slip indicating their achievement. This shows that they are progressing well in the class. If your child is given a **STAGE** badge slip [Learn to Swim Stage 1-7 Awards | Swim England Learn to Swim \(swimming.org\)](#), this shows they have graduated this level and a new class will be needed to challenge your swimmer further. You will need to visit reception to ensure a class change is made at a time convenient to yourselves. Swim England Badges & Certificates are available to purchase at reception. If you have graduated into Stage 4 + you will also be given a Free Trial Slip to have a go at trying another Aquatic discipline besides your traditional swim lesson!

My child loves swimming, can they take part in other Aquatic disciplines or Events within the Swim Academy?

Yes! There are lots of opportunities when you join our award-winning Swim Academy. We offer a variety of exclusive themed pool parties, at no additional cost throughout the year, such as our famous Halloween, Christmas, or Olympic parties. Every member receives a FREE ticket!

As your child progresses through the Stages, even more opportunities present themselves, from Swimming Galas (Stages 2 upwards!) to Tri Academy (From Stage 3) Dive Academy [Learn to Swim Stages 8-10 | Swim England Learn to Swim Programme \(swimming.org\)](#) & Aqua Skills (From Stage 4); Lifeguard Academy (From Stage 5) [Rookie Lifeguard Awards | Learn about the Awards \(swimming.org\)](#) Pre-Swim Team (Stage 6 & upwards).

Can I have a refund if my child stops swimming mid-term?

The Burnham-on-Sea Swim & Sports Academy operates a No refund policy. By enrolling on a Term, the Academy guarantees a place exclusively for your swimmer for the duration of the term. Lesson payments will therefore not be refunded. However, should your child wish to join another class/activity (within the same term) we would be happy to transfer them at no additional cost if space is available.

What happens when the term finishes?

As a member of the Swim Academy, your student receives automatic **priority enrollment** and will be guaranteed a place in their class or graduating class year-round. Payment will be required before the first swim of each new term. Should your student no longer require their space, then please notify reception within 7 days of the new term.

I have a question not answered by the above!

Please do not hesitate to contact us! Please email questions@bospool.com; call 01278 785909 or visit our reception desk.