Frequently Asked Questions

How old should my Child be before they are able to start swimming with the Academy?
Shrewsbury School Swimming Academy will teach people of all ages from 4 years upwards.

What does my child need to wear in the pool?
All children should wear the appropriate swimming suit and if required bring their own goggles and/or swimming caps.

How do I pay my swimming fees and is my child's place guaranteed?
To enrol your child or children onto our swimming lessons all you need to do is have them assessed. Following the assessment you can then book in and pay. This can be arranged by contacting the Swimming Coordinator on 01743 280625 or swim@shrewsbury.org.uk.
Do I need to pay at the time of booking?
All swimming lessons must be paid for at the time of booking. Existing customers will be informed as to which lesson to book into for the next course following the end of term assessments.

Can I pay by credit or debit card?
Yes you can, either on site or over the phone.

When do you move children up a group?
Children are moved up when their teacher feels they have fulfilled the assessment criteria of the group they are in. This can happen at any time throughout the term although we have a final assessment in the last week of each term. Please note that as our lessons are extremely popular, it may be that your child has to wait a short while until a space becomes available in the group above. Our advice (as when re-enrolling for each new term) is to visit or telephone reception as quickly as possible to make your child’s move.

Can I talk to my child’s teacher at the end of their lesson?
Unfortunately, there is no time between lessons for you to talk to your child’s teacher. To do so during the lessons would distract them from their duties in terms of swimming teaching to other children and also from a health and safety perspective. If you have any queries about your child’s swimming lessons please contact Brooke Morgan-Brown on swim@shrewsbury.org.uk who will discuss the matter with your child’s teacher and respond as soon as possible.
Refunds policy.
Refunds for cancellations for any reasons except holidays will be considered by the Academy’s Management Group on a case by case basis.

Will absences for personal holidays still have to be paid for?
In the event of an unforeseen closure all inconvenienced students will be credited the full value of their missed lesson which will automatically be applied when paying for their next course of lessons. Closure of the site will be left to the discretion of the Sports Facilities Manager (for weather, maintenance, etc.). In the event of a closure made by the school we will endeavour to contact as many parents as possible, including a message on our webpage, to avoid unnecessary journeys. If your child misses a lesson then we cannot offer alternative lesson times.

Will my child/children have the same teacher for the duration of their block of lessons?
Shrewsbury School Swimming Academy recognises the many benefits to children of having the same teacher for their swimming lessons and we shall endeavour to ensure this happens. However, there may be occasions when this is not always possible such as during holiday periods or sickness. When your child moves up through the National Teaching Plan they may not have the same teacher and it may be that their class is on a different day at a different time. If you would like to stay on the same day and at the same or similar time and there are no spaces available we can put you on a waiting list.
What happens if my child doesn’t progress or is slow to progress; how can I find out why my child did not progress and can I pay for private lessons to enhance their progress?

The Shrewsbury School Swimming Academy works in conjunction with the ASA (Amateur Swimming Association) and all the lessons are managed in accordance with their National Plan for Teaching Swimming programme (NPTS). There are very specific criteria to meet before progress can be made and all children progress at different speeds. If you are unhappy with your child/children’s progress or you would like to enhance your child’s progress with one to one lessons please feel free to contact the swimming coordinator.

Are your teachers qualified and experienced?

All of the Academy’s swimming teachers are ASA level 1 or Level 2 qualified (or the STA equivalent)

Is my child safe?

The Shrewsbury School Swimming Academy is managed in accordance with the child protection policies and procedures of Shrewsbury School. All swimming teachers receive child protection training during their qualification course. Every swimming teacher is employed by Shrewsbury School and has been CRB checked as part of the recruitment process. Swimming staff of the Shrewsbury School Swimming Academy will be clearly identified by a uniform. We are also an ASA affiliated Swim School and a member of the ASAs swim school forum.
Can I leave my child at the pool for the lesson and collect them at the end?

We cannot have any children on site without being accompanied by an adult unless you have specific permission from a member of the Sports Facilities staff.

Can I take photographs / video of my child?

No, we do not allow any photography in the pool area.

Can I wear my shoes, bring my pushchair or wheelchair on poolside?

The swimming pool water is treated to keep it clean and safe for your children and other users to swim in. Outdoor shoes, pushchairs and wheelchairs bring in a lot of external dirt and germs. To prevent the chance of infection we treat the water constantly with UltraViolet and a very small amount of chemicals. As a consequence the wearing of shoes and the bringing of pushchairs into the swimming pool is **not permitted** without the permission of the Sports Facilities staff. If it is necessary for a pushchair or wheelchair to be taken on poolside the wheels must be thoroughly cleaned prior to entering the pool hall and access is via the hospitality suite doors.

Can I park on site?

To minimise traffic on the school site we ask all customers to park in the Car Park next to the Squash Courts allowing customers to then follow the footpath to the pool. Please ask for a map if required.
If my child has a verruca can they still attend swimming classes?

Warts on the feet called verrucas have long been seen a nuisance. But should parents worry about them? Read on for the answer. Few parents, swimming teachers or pool managers would argue verrucas are anything other than a nuisance. Your child should not be excluded from swimming or other barefoot activities because he or she has verrucas. However, experience has led us to the opinion that to place resources into eradicating verrucas is a waste of time. Verrucas, like most warts, are due to a viral infection of the growing layers of the skin. They get in when the skin is injured in some way. This is especially the case for barefoot activities surrounding swimming pools. The plantar skin on the base of feet gets soggy and more easily damaged.

How do we get rid of verrucas?

As with most infections, particularly viral, immunity to the virus occurs in time. The majority of skin specialists are not in favour of treating verrucas. Many feel that because the virus is so widespread, it's better to spread it as much as possible and as early as possible in the lives of children. The use of devices, such as plastic socks, to protect the feet should be discouraged. As with elastics knee bandages, the socks have limited value other than of attracting attention. The use of a waterproof plaster is sufficient.
If my child has been sick or had diarrhoea how long should I leave it until they return to swimming?
If sickness or diarrhoea is a result of an infection then you should wait at least 48 hours after the last bout before returning to your lesson.

How long after eating can my child attend their lesson?
This will depend on the size of the meal and how vigorous you intend to swim but basic good advice is not too eat one hour before the lessons.

For more information please email the Swimming Coordinator Brooke Morgan-Brown swim@shrewsbury.org.uk or telephone Shrewsbury School Sports Facilities on 01743 280 625.