



Thank you for choosing Swim2Swim at Primrose Pool for your swimming lessons.

Let us help make your first swim with us special. Contact us if you would like more help / information



www.swim2swim.com
email: info@swim2swim.com
Call: 01206 212603



Introducing **Soakly** for Customers



Software – Swim2swim uses **Soakly**, a trusted reliable software designed especially for swim schools.

Through the **Customer Portal**, you can easily manage everything in one place – pay for lessons, check what your child is learning, follow their progress, and celebrate their achievements.

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The Pool – Primrose Pool is a privately owned pool near Harwich, full address : Primrose Pool, Primrose lane, Ramsey Essex, CO12 5NB

The pool is 12.5m x 6m. 1.27m deep. Only one lesson takes place in the pool at a time with water based teachers.

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The lessons – Lessons for school age children take place on Mondays – Thursdays after school and on Saturday mornings. Full details and timetable can be found on our website www.swim2swim.com. We follow the Swim England learn to swim programme Stages 1–7.

We swim for 50 weeks a year during school and bank holidays in 12 or 13 week terms. Lessons are paid for termly in advance with the option of paying by monthly Direct Debit once the 1st term is complete.

Swim2swim also run lessons for **babies and pre-school** children at Primrose Pool in Ramsey on Monday – Wednesday and Saturday mornings, for more information visit the website or contact the office directly.

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What to wear – Well fitting swim wear should be worn. Bikinis and below the knee swim shorts are not suitable.

Although not essential goggles are advisable. These should be well fitted and the children should be able to put them on and take them off themselves. A selection of zogs goggles are available from our shop at Britannia pool or can be purchased through the link on our website

<https://swim2swim.com/swim-shop>

Hats are also not essential but can be worn if desired. Long hair should be tied up securely.

Jewellery should not be worn, newly pierced ears can be taped up.

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Car park – There is plenty of on site parking at Primrose pool, please ensure you park in the marked bays.

Arrive for your lessons only 10 minutes or so before your start time with enough time to get changed to avoid congestion in the car park and changing areas.

Please note that no food or drink (apart from water) can be taken into the pool building.





Changing rooms – Please remove shoes and socks before entering the changing room areas.

The Swim2swim changing room policy can be found here <https://swim2swim.com/about-us/changing-room-policy>.

Children aged 8 and over should use their own changing rooms or the accessible changing room. If an adult is assisting a swimmer under the age of 8 the changing room of the adult's gender should be used.

Primrose Pool use a one way system entering the pool via the changing rooms on the left hand side (yellow) and exiting the pool via the changing rooms on the right hand side (blue). Please therefore keep your children's swim bags with you or they can take their bags onto poolside.

There are exceptions to this – Mon-Wed the last class of the day enter and exit the pool via the changing rooms on the left hand side (yellow). If you have any questions re which changing rooms to use ask the teachers or contact the office

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Viewing areas – There are two viewing areas at Primrose Pool. A small indoor viewing area and a larger outside covered viewing area to the rear of the pool. No seats are provided. If using the indoor area please be considerate of others and allow everyone to see their children swim. Once your child's class is over please vacate the window area to allow the next group of parents to watch.

Where possible please only bring one adult to watch. We appreciate that this is not always possible so please be considerate and use a common sense approach.

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Mobile phones and photography – Mobile phones should not be used on poolside or in the changing rooms.

Our photograph policy – We acknowledge that you may want to take an occasional quick photo of your child during their swimming lesson. Please refrain from taking videos as this can be distracting. Before taking ANY photos, please seek permission from other spectators and ensure the photo is of your child only. If in doubt, do not take the photo. Please respect all requests .

We strongly advise against the publication of such photos on the internet and/or social media.

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The Team – We have an experienced team of qualified teachers and assistants who are dedicated to providing quality swimming lessons and an overall all round great experience.

The office team are located at Britannia Pool Great Tey and can be contacted via email info@swim2Swim.com or 01206 212603

We are on social media Facebook and instagram

About us – Swim2Swim is a family run business providing swimming lessons in and around North Essex for more than a decade. We run lessons not only at Primrose but also Britannia pool Great Tey and You Fit Eight Ash Green.

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