

## **How to Book for lessons**

Lessons run all year round and you can join immediately. Use the availability calendar on the right to find a suitable timeslot. . If you are unsure which level is right, check the download on the right or talk to the receptionist at the pool. Try to arrange a time that you will be able to keep regularly. Spaces do go quickly and we try and update the website once a week but call the pool and check that the time is still available (02380781901). Our phone lines do get very busy at peak times please be patient. There are three lines and two receptionists at any time but priority is given to customer waiting at the desk. You are welcome to drop in to enquire as well.

Once you have that space, complete the direct debit form on the right and bring it with you. You will need to pay a small joining fee (currently £5) and the fees for the lessons up to the start of the direct debit, usually the beginning of the next month.

The first lesson at Shirley Pool is a free trial. This ensures that you or your child are happy and in the correct class. Once you have completed the trial, paid and handed in the forms we will then take a photo graph for the membership card. This is swiped on entry and may be used at public swimming times for free access for the person in lessons. If the swimmer is under five, one parent swims free of charge.

---

## **Payment**

Payment for all lessons is by direct debit. After the free trial, assuming you wish to continue, we will take payment for any weeks that fall between the trial lesson and the start of the direct debit, normally the start of the next month. Your membership commences on the day of your free trial lesson. Payment for the first few weeks will be required by card or cash and a direct debit mandate completed.

---

## **Direct debit guide**

Direct debit is the only form of payment that is used for swimming lessons. The system gives you the flexibility to rearrange lessons that you cannot make because of illness or holidays.

If you are not going to attend a class please notify us with as much notice as possible. If you do not give prior notice, you cannot rebook.

“Make up” lessons can only be booked once, if you miss the rearranged time we will not move it again. Try and organise the extra lesson as soon as you can, normally within two weeks. Old or saved up lessons will not be honoured.

If you wish to stop swimming lessons, a full calendar month written notice is required. A cancellation form can be found elsewhere on this website.

In the case of long term absence through injury or holiday it is normally best for us to stop the payments until you are ready to resume. At this point you will need to reapply for a space.

