**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 free. You will be emailed a link inviting you to create your own unique log on to your membership account (<https://15231.ezfacility.com/Sessions>). Once you logged on you will be able to view your class schedule. If for any reason you are unable to attend a lesson (feeling unwell), please click into that dates lesson and mark yourself as an early absent. Our team will receive an email notification advising them of your absence, They will need to issue you a make-up token to your account, which is valid for 2 weeks from the date of issue You can use this token to find another class and rebook into it.

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**Payment**

Payment for all lessons is by direct debit. When you sign up, we will take payment for any weeks that fall after your free lesson and the start of the direct debit, normally the start of the next month. Your membership commences on the day of your first 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 mark yourself as absent on your account.

Make sure you rebook your makeup within 2 weeks as once the token expires it will come off your account.

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. The cut off date for cancellations it the 5th of the month, any cancellation received from the 6th onward will mean your membership ceases at the end of the following month.

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