

How to Book for lessons

Lessons run all year round and you can join immediately. 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.

To secure that space the receptionist will take all your details and set up a membership for you. You will be able to access your membership online and see all your bookings and report absences. You can also download the 'Memberme' app which will create your barcode so that you can scan in each time you visit. You will need to pay a small joining fee (currently £5) and the fees for the lessons up to the start of the monthly payment, usually the beginning of the next month.

The first lesson at Shirley Pool is free. Once the swimmer is a member you can book in for 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 a rolling card payment. On the first working day of each month your card will be debited the membership amount.

Membership guide

Rolling card payments are 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. To report your absence, log on to your account and mark yourself again the relevant class 'reschedule/Early Cancel'. A notification will then go to reception and they will add a make-up token to your account. This give you 2 weeks to find another class to join as a one off to make up for the class you missed.

Try and organise the extra lesson as soon as you can, as your token is only valid for 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.

Cancellations received before the 5th of the month will cease the membership for the end of the month. Cancellations received from the 6th of the month will cease the membership at the end of the following month.

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.