



FAQ's at Sue's

How do I find out how my child is getting on?

We have a video on YouTube on how to navigate Swimphony and find this out > [Navigating Swimphony: Click Here](#)

Can we stay and watch?

You can now stay and watch for the entire session. Please make sure you have read and follow the guidance. Where to find them can be found on your Welcome Pack you received, when you signed up.

What do we need to bring?

Your child, their swimming kit, a towel. We provide all of the flotation aids that they will need at the pools.

How long are lessons?

Our lessons are 30 minutes long.

What happens if we can't make a lesson?

If you miss a class, we cannot refund you or arrange a “make up class”.

What are Pathways?

We have a YouTube video explaining what the Pathways are and what they mean > [What are Pathways? Click Here](#)



Can we pay online or by card?

All payments are made online for our courses. This is found on your Swimphony page under the payment tab. Find your Parent Page here> [Parent Page Link](#)

How can you contact us?

If you already swim with us, email
currentswimmer@suesswimschool.co.uk

If you want to swim with us, email
newswimmer@suesswimschool.co.uk

When do children do badges and what are they?

We have 4 badge collections through the year. The weeks before October Half Term, Christmas Break, Easter and the Summer Holidays.

You will get an email leading up to that on how to order the badges.

Refund Policy

We cannot offer refunds. If you decide to have a break or leave with credit. Your account will be credited should you ever return.

What happens if a lesson is cancelled?

Cancelling is always a last resort, however, if we do have to cancel, your account will be credited for the session we have had to cancel.