



Frequently Asked Questions

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?

Cardinal Wiseman- on the balcony for the first and last 5 minutes of the class.

Chase Terrace- For the first 10 minutes of the class.

Newhall Primary- 1 adult per family (due to safety on poolside)

Whitehouse Common- For the first 10 minutes of the class.

Palfrey Juniors- For the first 10 minutes of the class.

Week 5 and Week 10, you are invited to stay for the whole lessons and spectate. Week 5 is an assessment week so instructors will be on tablets assessing.

Why can't we watch?

As a parent you are the biggest distraction to your little one. We pride ourselves on the relationship your children have with the instructors. Having them as their “adult” during swimming means we get a lot more done.

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.

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](#)

What happens if we can't make a lesson?

Your booking is for the space that week. If you miss a lesson then unfortunately you miss the lesson. For medical issues that last more than 3 weeks, we can hold your space where you will not be charged for the classes you miss.

If we ever have to cancel a class, your account is credited on your next invoice.

How can you contact us?

The best way is to email us. If you are a current swimmer, use currentswimmer@suesswimschool.co.uk or if you are a new swimmer, use newswimmer@suesswimschool.co.uk

You can call us at 07909685886 but bare in mind, if we are at a pool, we may not be able to answer.

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.

What if my child doesn't like it?

We do recommend you persevere, if on the rare occasion your child doesn't want to swim.

If you do make the decision to stop and wait, we will credit your account for when you decide to return to us.

Unfortunately, we cannot offer full refunds.

What are Pathways?

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

