




**This guide will help you make the
most of your journey with us**

Swimquest


• *Small classes* • *Quality teaching*
• *Confidence* • *Progress* • *Fun*
 

www.swimquest.co.uk

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Welcome to **Swim Quest**

At *Swim Quest* we believe that swimming is a vital life skill and our aim is to give all our students, children and adults, the knowledge and confidence they need to keep them safe and have fun in the water.

To achieve this *Swim Quest* has put together a team of dedicated, professional teachers who are all passionate about what they do. All our teachers have Swim England (ASA)/STA qualifications and between them can draw on over 100 years' experience of teaching children and adults to swim with confidence. They take regular safety and rescue courses and are all DBS checked and insured.

We recognise that every child is unique. Our small teaching groups allow us to give each individual child the time and personal attention they need in order to achieve their goals, whatever their age or ability. Our structured programme



enables students to progress through carefully graded classes that take them from complete beginners to club standard swimmers. We have created our own awards scheme that recognise a child's progress in water safety, water skills and swimming ability. Students will gain a real sense of achievement as they reach specific milestones.

As with any learning experience, a strong partnership with parents and carers is key. We are always happy to discuss any specific needs or concerns that you may have. We want children to enjoy swimming so are committed to making learning to swim fun and enjoyable.

Whatever your child's swimming level we can help them on their quest to develop the confidence and skills they need to enjoy the water safely. Learning to swim is an important life saving skill. It is also a great way to keep fit, and opens up an exciting new world of water sports.

Swim School class structure

At *Swim Quest*, we teach children from 3 years and upwards using a structured programme that caters for complete beginners, all the way up to club standard swimmers. Children can learn vital safety skills and gain water confidence as they master the basics of swimming. As they progress through the carefully graded classes, they will develop their technique in all four strokes (frontcrawl, backstroke, breaststroke and butterfly), as well as improving their stamina and learning personal water survival skills.

Our small classes ensure that each child receives the attention that he or she needs, from fully qualified teachers who are passionate about teaching children to swim. Therefore, non swimmer and beginner classes (Quest 1, 2 and 3) are a maximum of 4 children per class and swimmer classes (Quest 4, 5, 6 and 7) are a maximum of 6 children per class.

Club classes (Quest 8, 9 and 10) run for 1 hr. The number per class is based on the children booked and the pool space available.

For children who are over 3 years and able to attend during the day we are able to offer Preschool classes. These run the same as our Quest classes but in a quieter daytime setting.

Adult & Child class structure

Our adult and child classes are for children from 6 months to 3 years old. We follow a fun programme that prepares babies and toddlers to be confident swimmers in later life. Our classes have a maximum of 8 adults per class with one child per adult. We provide mats so you can change



your baby in comfort before and after their lesson. Please make sure all babies/toddlers who are not toilet trained wear a swim nappy in the pool, with a swimming costume or swim trunks over the top.

Booking your *Swim Quest* lessons

When you book your child in for lessons with *Swim Quest* it is for a whole term, which usually run within school terms. We have a Spring, Summer and Autumn term and these run for between 10 and 12 weeks.

Once you have completed the jot form, found on the contact us page, you will be asked to register yourself and your child/ren on our client hub. Your child will then be offered a place in our swimming programme (subject to availability) or be added to the wait list.

We will automatically assume that you want siblings to swim at the same time as each other and endeavour to book siblings in classes at the same time or back to back, unless otherwise notified by the parent/guardian.

We cannot guarantee a particular teacher but endeavour to keep termly continuity with teachers and classes as much as possible.

Holiday Courses

Adult Lessons



“I can’t believe the difference in such a short space of time.”



Holiday Courses

Holiday courses allow your child to attend a 30 minute lesson every morning of the week booked. They are a great way for a beginner to build confidence and learn the basics of swimming or for more confident and able swimmers to boost their skills and technique.

They are open to existing *Swim Quest* swimmers and to new swimmers who may be considering booking with us term time or for parents who just want a fun and productive way to keep children occupied during the holidays. It is amazing what one week of daily lessons can do to your child’s swimming and confidence.

Please check the website for upcoming courses and email the office to book.

www.swimquest.co.uk/holiday-courses

Adult Lessons

Many parents tell us they can’t swim or that they would love to improve their swimming skills.

Our adult lessons cover all abilities, giving you the opportunity to overcome your fears and grow in confidence, to learn to swim or to learn a new stroke, refine your swimming technique or improve your fitness.

Swimming is a great way to improve health and fitness and to learn a potentially lifesaving skill.

For class times and locations please check the website and email the office to book.

www.swimquest.co.uk/adult-lessons

Rookie Lifeguard



Rookie Lifeguard Courses

We follow the RLSS UK's Rookie Lifeguard programme which gives your child the skills they need to be confident in the pool or the sea - which means peace of mind for you. With colourful materials and fun, varied activities, the Rookie Lifeguard scheme teaches children how to swim and enjoy water safely, whether in shallow or deeper water.

Built into the programme are lessons in valuable survival, rescue and sports skills, all delivered in an exciting way that will get children involved and motivated. The course can run parallel to your child's current swimming lessons and will enhance the skills they learn in the pool.

Our programme will inspire and embolden your child, helping them keep themselves, their friends and their family safe in the water through a range of fun activities that lead towards a series of awards.

These courses are for *Swim Quest* children in Quest 5 and above or for children able to swim a minimum of 20 metres. They are usually run during the holidays and are open to *Swim Quest* swimmers and anyone outside of *Swim Quest* with the correct swimming ability. Please check the website for upcoming courses and email the office to book.

www.swimquest.co.uk/rookie-lifeguard

Re-enrolment with *Swim Quest*

Your child will automatically be booked into lessons for the following term unless you tell us otherwise. Around half term you will receive a jot form to complete so we know your availability. Re-enrolment can take time so towards the end of term you will receive an invoice email with your class day/time for the following term.

Changing your child's lesson mid-term

We always try to be as flexible as possible within our operational constraints. If you need to change the day/time of your child's lessons please give us notice via email so we can do our best to accommodate your request subject to a space being available.

Cancelling your child's place

You will receive a jot form around half term giving you the opportunity to cancel your booking if you no longer require a place. The jot form will give you a cancellation date. If you cancel after the date but before the end of term you will be charged £20. If you cancel after the last day of term this rises to £40.

Lesson cancellations in 'circumstances beyond our control'

Should it be necessary for *Swim Quest* to cancel a class/lesson we reserve the right to reschedule the class or if not possible, due to pool availability, to credit this against the following terms invoice. If you do not book for the following term you will receive a refund.

Payments

We require all students to pay via Direct Debit. On acceptance of a place, you will be sent a DD mandate so you can sign up and the chance to pay in full or 2 or 3 instalments. Please note we are not pro rata, we are a term fee only swim school the full terms fee is due on acceptance of your child's place regardless of illness, holiday, or choosing to leave.

Leaving mid-term means we have lost a potential new student and revenue, without our outgoings decreasing. It's not personal it's our livelihoods.

We will automatically re-activate your payment plan each term. Go cardless will notify you 3 days before a payment is going to be made.

All lessons need to be paid for in advance. Any outstanding payments may mean that your child will be unable to take part in their lessons.

Missed lessons

Because our pool sessions and staff are contracted a term in advance and we keep our classes to their maximum numbers we are unable to offer refunds or substitute lessons for absences of any kind.

Swim Quest Award Scheme

We created our own progressive award scheme so we could give focus to excellent swimming technique, water safety and self rescue as well as developing a love of swimming and other water sports.

The *Swim Quest* awards scheme will take your child through a carefully structured programme that offers *Quest* awards and distance awards. Within the *Quest* awards your child will learn fun skills, technical skills and lifesaving skills. The distance awards are for each swimming stroke and the technique required gets progressively more detailed as the distance increases.

We assess for *Quest* stickers each term and whilst it is important for children to feel that they are progressing and have a sense of achievement there are many criteria to achieve before your child is ready for an award and it is important that every outcome is passed to *Swim Quest* standards.

Assessments

Whenever possible we try to assess new swimmers before they start with us but if this is not possible we assess them within a class. The teacher will also assess your child's progress throughout the term and if they feel that your child would progress better in a different class then we will discuss that with you, and hopefully move them immediately or whenever a space becomes available.

The teachers assess for *Quest* stickers throughout the term and a complete final assessment of all criteria is made usually midway in the second half of term, to decide which class to put them in the following term, and to see if they have achieved any awards. This allows us to review your child's progress and ensure that they can be moved on to the next *Quest* as soon as they are ready.

Each child learns at different rates and there is no time frame that can be adhered to in regards to learning to swim or progressing through *Quests*.

“They are making so much progress and are really enjoying their lessons!”



Awards Book



Our unique Awards Book will chart your child's *Swim Quest* adventure.

- ★ Builds a clear RECORD for each Quest of your child's progress and achievements ★
- ★ Collect STICKERS and create a unique keepsake ★



Swim Quest Awards Book

We have produced an awards book for you to purchase at a one off cost of £15. The awards book will give you all the awards criteria, so that you can follow your child's progress through each Quest. It also contains a space for your child to personalise the book and lots of other safety information. At each stage there is a space for your child to add Quest stickers so that they can chart their *Swim Quest* journey. Once you have purchased the book for the one off cost, your child will receive all the Quest stickers they complete for their entire

Swim Quest journey free of charge. This means no ongoing cost for certificates. We keep a record of all awards achieved by every child, regardless of book purchase. So if you decide to purchase at a later date, we can back date all your child's Quest stickers.

To order your Award book please message us via the client hub and we will take the payment of £15 via Direct Debit and have your child's book and any awarded stickers at the pool ready for you to collect asap.

swimquest.co.uk/awards-book

ONLY £15



Swimwear

Appropriate swimwear for lessons is a one piece suit, tight fitting trunk/shorts or jammers. If your child chooses to wear a rash vest when swimming please make sure it is tight fitting. Whilst we understand that many children like the longer, loose fitting board shorts, bikinis and tankinis, these are not suitable for swimming lessons as baggy clothing causes drag and resistance, making it harder to swim, bikinis and tankinis do not stay in place when jumping or diving in or when moving around in the pool. This will hinder a child's progress with style, technique and speed and may also pose a safeguarding issue.

Hats

Swim Quest will give you a free hat that is colour coded to your child's current Quest when you start with us and this will be replaced free of charge as they move up to the next class. If your child's hat is lost or broken then a new *Swim Quest* hat must be purchased for £5, this can be collected from the poolside assistant.

Hats are worn for the following reasons. Firstly each Quest has a specific hat colour, making it easy for teachers to gather their class together and also alert teachers to individual children's swimming ability. Hats help to keep children's hair out of their eyes and face whilst swimming and finally they help to keep the pool cleaner therefore minimising the risk of closure.

If you would like to recycle your old swim hats and support a charity you can post them to Sea & Stream, PO box 113, Teignmouth, TQ14 4BX

Goggles

As a vital safety skill it is important for your child to feel comfortable opening their eyes in water without goggles and your child's teacher will encourage your child to try this at various stages along their journey with us. However, we are happy for children to wear goggles if they wish during a lesson.

Some children benefit from wearing goggles to give them the confidence to put their faces in the water and keep their eyes open. Other children are more confident or find that their eyes are not irritated so are more than happy to swim without them.

The decision to wear goggles is at the child's/parents discretion but they must be able to swim and open their eyes to see where they are going.

Unfortunately when you buy goggles you can't try them on your child, so you need to make a guess at the size and shape that will fit. Goggles come in child and adult size and many have an adjustable head strap and nose strap. A strap that divides into two at the back tends to stay in place better. If your child wears goggles please make sure they fit them correctly. Pulling goggles on and off the eyes stretches the strap so goggles need to be adjusted regularly to prevent leakage. You can check goggles in the bath at home.

Please encourage your child to put goggles on at the beginning of the lesson and not keep taking them on and off throughout, as it wastes valuable lesson time.

Changing room policy

At both pools we have separate male and female changing rooms. In line with our safeguarding policy all children aged 8 years old and over should change, without a parent, in the changing room of their own gender. Children aged 7 and under can change independently (as above) or can have a parent assist them. When assisted by a parent/carer, they must change in the changing room of the parent/carers gender and not the child's gender.

Last Day of Term

On the last day of each term, we focus on water safety and self-rescue for the first 20mins, followed by 10mins for teacher lead games and big float fun. Children will practice their self-rescue in clothes, clothes are removed for the final 10min of games (an email will be sent with more details prior to the session)

This is a session that is enjoyed and looked forward to by the children and is an opportunity for them to learn vital self-rescue and water safety techniques, whilst having fun and building confidence in the water. It is a valuable session where teaching water safety is the focus.

Lost Property

Any lost property is collected and kept at the pool or office for the duration of the term. Please ensure clothing and other belongings are clearly labelled with the child's name to help us identify the owner.

At the end of each term any unclaimed items are distributed to local charities or thrown away if not suitable for charity. All property bought into the premises is done so at your own risk and *Swim Quest* cannot accept and responsibility for the loss or damage or any personal belongings.

Medical Conditions

It is the responsibility of the parent/guardian to inform *Swim Quest* of any medical conditions when booking with us and to update us of any changes. All information will be kept strictly confidential.

Illness

Diarrhoea and sickness: Please do not bring your child swimming if they have diarrhoea or sickness or similar viral infections. Your child must be clear of all symptoms for at least 48 hrs before returning to swimming.

Conjunctivitis: If your child has conjunctivitis, impetigo or similar contagious diseases please seek medical advice for when is best to return.

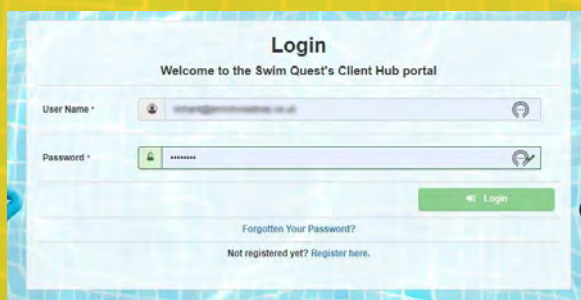
Chickenpox: If your child has chickenpox please do not bring them swimming until almost all the scabs have fallen off. Although they are not contagious once scabbed over it is not comfortable for them or pleasant for other children when the scabs soften and fall off in the water.

Verruca: If your child has a verruca please treat it with a waterproof medication or wear a verruca sock to minimise spreading the virus.

Swim Quest Client Hub

Once you have registered your interest in Swim Quest lessons you will be given information on how to register and complete your details on our client hub.

You can log in to your client hub any time you want via the website log in tab. You will need to agree to our terms and conditions the first time you log in and only then if they are changed will you be asked to agree again.



You should make sure you have added yourself, any other relevant adults, all children who are swimming and any children you want to be added to the wait list. You can let us know or update us, of any medical or health issues as well as change your address, email & phone details if needed.

The client hub will show your child's current Quest, lesson dates, time and venue and a map for directions. If you have a child on our waiting list you will also be able to see this via the client hub.

Admintrial Greenleaf				
Details	Award	Issued	Request	Info
In Progress	Mini Quest			i
In Progress	Mini Quest Distances			i
Dexter Greenleaf				
Details	Award	Issued	Request	Info
In Progress	Quest 5 Distances			i
Passed	10 metres breaststroke	15-May-2023		i
Passed	Quest 5	16-Mar-2023		i
Passed	20 metres backstroke	16-Jan-2023		i
Passed	Mini Quest Distances			i
Passed	Quest 1 Distances			i

[Show More Awards](#)

Mini Quest	
Task	Status
Swim/Move with floatation independently for 5m	Fail
Star float on front with a woggle/floatation (face can be out)	Good
Star float on back with a woggle/floatation (ears in)	Fail
Blow bubbles with mouth submerged	Passed
Sitting jump, holding hands without submersion	Passed
Turn round 360° with a woggle	Good

[Close](#)

At the end of each term for 2 weeks you will be able to check your child's awards and progress to see how they are progressing and what areas they need to continue to work on. The specific dates will be emailed to you around that time.

If you want to send us a quick message you can just click messages and we will get back to you as soon as possible. If you want to send us a longer message you should send emails to info@swimquest.co.uk

School & Pool Rules

Bishop Wand school

- No phones to be used poolside or in the changing area.
- No photography or filming at all.
- No food or drink poolside.
- No smoking or vaping anywhere on site.
- No outdoor footwear on poolside or in changing rooms - you can bring your own shoe covers or flip flops or remove your shoes and socks.
- No talcum powder.
- No pushchairs or scooters allowed in pool area or changing rooms.
- Please keep poolside noise to a minimum as it can be very distracting to the children in class.
- All children are required to wear a *Swim Quest* hat in the pool.
- Please do not arrive too early for your lesson. The door will be opened 5 minutes before the start of the lessons and should be enough time to change and visit the toilet etc.
- Swimmers should arrive ready to swim with hat & goggles on.
- No dogs allowed anywhere on the school site.
- Strictly only one parent per family to assist with changing etc.
- Children over 8yrs should change by themselves in the changing room of their gender. Children under 8yrs must change in the changing room of the adult assisting them.
- Parents must wait outside during their child's lesson, in the hallway or in their car.

Saxon school

- No phones to be used poolside or in the changing area.
- No photography or filming at all.
- No food or drink poolside.
- No smoking or vaping anywhere on site.
- No outdoor footwear on poolside or in changing rooms - you can bring your own shoe covers or flip flops or remove your shoes and socks.
- No talcum powder.
- No pushchairs or scooters allowed in the building.
- Please keep poolside noise to a minimum as it can be very distracting to the children in class.
- All children are required to wear a *Swim Quest* hat in the pool.
- Please do not arrive too early for your lesson. The door will be opened 5 minutes before the start of the lessons and should be enough time to change and visit the toilet etc.
- Swimmers should arrive ready to swim with hat & goggles on.
- No dogs allowed anywhere on the school site.
- Strictly only one parent per family to assist with changing etc.
- Children over 8yrs should change by themselves in the changing room of their gender. Children under 8yrs must change in the changing room of the adult assisting them.
- Parents must wait outside during their child's lesson or in their car. Parents of preschool daytime classes can sit quietly poolside.

Please make sure your child/ren do not eat just before their lesson and also visit the toilet before their lesson. The impact of a child bringing up a little food/fluid or not getting to the toilet in time can lead to the pool being closed immediately and subsequent classes cancelled. This causes upset and inconvenience for the families whose class has been cancelled and additional work for the *Swim Quest* office and pool caretakers.

Pool facilities at Bishop Wand school

Bishop Wand CofE school, Layton's Lane, Sunbury-on-Thames TW16 6LT.



The pool is 7m x 20m and is 1m at the shallow end and 2.4m at the deep end. The water is around 30° with the air temperature a couple of degrees warmer. The changing rooms have a shower area and one toilet in each changing room.

Arrival directions and parking

On arrival at the school, drive carefully - 5 mph max on site. Enter through the second gate on Laytons lane and turn right then left. Drive through a small car park with bike shelters to the right, at the wall turn left. This opens into a small hardstanding & grass parking area. Please park respectfully, if there is no space here you can also park in the tennis courts nearby. The pool can be found in the building marked FIXTURE. When you enter the building the pool is to the right with steps leading to changing rooms and poolside.

Pool facilities at Saxon school

Saxon Primary school, Briar Road, Shepperton TW17 0JB.



The pool is 7m x 16m and is 1m throughout. The water is 30° with the air temperature a couple of degrees warmer. Parents can stand outside to watch through the windows along the side of the building. There is one shower and toilet

Arrival directions and parking

On arrival at the school, drive carefully - 5 mph max on site. Enter through the gate on Briar Rd, the pool is on the right in a large greenhouse style building. There is limited parking around the pool, please park respectfully, onsite or in the residential roads nearby.

(For safety reasons, you are not allowed to park on site between 8am - 4.30pm).

Please go directly to the pool, you do not need to sign in at the school office. The entrance to the pool is down the side of the building.

Photos/Video

In accordance with our policies, we do not allow photos or filming of any kind during our lessons without permission from *Swim Quest*.

From time to time Swim Quest may take photos or video footage for media and training purposes. You can opt out on your client hub.

Policies, terms and conditions

Our safeguarding and privacy policies can be downloaded from our website. Our terms and conditions can be found on your client hub.
www.swimquest.co.uk/contact

Complaints

Swim Quest is committed to delivering the highest standards of teaching. If you or your child is not entirely satisfied with the service, we are more than happy to discuss this with you. In the first instance, where possible, you should speak to the poolside assistant who will aim to resolve the issue at an early stage. If this is not possible or you feel the response to the complaint is not acceptable you should email the office at:
info@swimquest.co.uk.

Contact us

If you have any further questions that have not been covered in this Guide, please contact the office and we will endeavour to get back to you as soon as possible. You can contact us via your client hub or:

Email: info@swimquest.co.uk

Telephone: **07791 913124**

Join us at:

[f/groups/SwimQuest](https://www.facebook.com/groups/SwimQuest)

[instagram.com/swim_quest_shepperton/](https://www.instagram.com/swim_quest_shepperton/)

