

Swim School FAQ's

I want to Sign up for lessons can I do this now?

Our lessons are currently full but you can register for the waiting list for our next enrolment, this will be at the start of the next term or next half term. Please email imberpoolmanagement@gmail.com to register

I registered for the waiting list a while ago but haven't heard anything

Lesson spaces rarely come up during the term, however the more flexible with availability you can be the quicker you will get a space in our lessons.

My Child is in lessons and I would like to change their day or time

We take requests throughout the term but day changes are always dependent on availability on the day of your choice. The time of your child lesson will always be based on ability - so please get in touch so we can discuss with you. Please email imberpoolmanagement@gmail.com so we can get you the quickest solution

I haven't had any feedback on my child's lessons, how can I get this?

We will supply all parents with stage and distance assessments at the end of each full term. If you require some feedback during the term or would like a progress report during the term please email: imberpoolmanagement@gmail.com and we will route this to your child's teacher, it can take up to 10 days to get this to you to allow the teacher time to assess your child and produce the feedback.

My child's friend swims in a class can I get them placed in the same class?

Unfortunately, class places are dependent on ability, please let us know so we can keep this in mind but we cannot guarantee class mates, teacher or time.

Will my day, time and teacher stay the same after the holidays?

Hopefully so, we try to keep things as normal as possible for your children, and will never make a day change unless requested by yourself. Your child's time and instructor may vary depending on their progress throughout the term.

Do I need to re-enrol each term?

No! Swimming at Imber is easy as sign up and swim, children keep their place until you decide you want to leave us, which we hope you won't need to until your children are super swimmers!

What happens if I no longer want to attend swimming lessons?

We will require 4 lessons notice prior to your next direct debit date via email, for cancellations after this time there is a late cancellation fee as per our enrolment policy.

When should I Arrive for my lesson?

please try and arrive 5 minutes before the start of your lesson, any longer causes children to build up their excitement (or anxiety) and can make settling into lessons harder.