

## Free Swimming - FAQs

### 1. What age is Free Swimming available for?

Those aged 16 years and under, and 60 years and over.

### 2. When can I start swimming for free?

From the 1st April 2009, but you can sign up and register from the 16<sup>th</sup> March 2009. Ask at reception for an application form. Free swimming will be available until March 2011.

### 3. Do I have to supervise my child?

Children under 8 years old MUST be supervised by a parent or adult (18 years or over) throughout their use of the pool facilities. Maximum ratio of [3 or 2] children to 1 adult. Those supervising must accompany the children in the water.

### 4. How do I sign up and register to start swimming for free?

You will be required to complete an application form to register. Those 60 and over will be required to show proof of age i.e. Driving Licence, Pension Book or Passport. For those 16 and under the Parent / Guardian will be required to complete the application form to register their children. Proof of age is only required for 14-16 years olds of a Birth Certificate or Passport. Proof must be shown before your first swim. A registration fee of £2 is payable.

### 5. Will I need to show proof of age on every visit?

All those registering will receive a membership card to allow access to the pool. You will need to show this on every visit otherwise the full rate may be charged.

### 6. Is my free swimming available in every session?

#### Free Sessions

- All public swimming sessions.
- Lane swimming sessions (maybe subject to age restrictions i.e. Adult only)
- Family and Fun sessions. NB. Some sessions may remain as a paying session if equipment is used e.g. an inflatable.
- Ladies only sessions (May be subject to age restrictions).

#### Remaining as paying sessions

- Aqua Classes
- Swimming Lessons
- Swimming Club Sessions

### 7. How many times can I swim for free per week?

You are able to swim as often as you would like in the sessions highlighted as free in point 6. (Subject to restrictions)

### 8. What happens if I lose my free swimming card?

There will be a nominal charge to replace lost or stolen cards. Nominal charge is £5.

### 9. I swim already as part of my Swimming Membership but I qualify for free swimming – what do I do now?

If you qualify for free swimming and pay in advance for your membership you will receive a refund for the period remaining on your membership. If you pay monthly by Direct Debit you will need to stop this payment - please refer to your membership terms and conditions.

### 10. I swim as part of my All-Inclusive Health and Fitness membership, but I qualify for free swimming – what do I do now?

The payment for the All-Inclusive Health and Fitness Membership is primarily for the use of the Gym with the added benefit of free swimming. This will continue unchanged and you will still be able to swim for free as part of your membership benefits.