

Frequently Asked Questions

Enrolment

▪ What lessons do you offer?

Lessons offered include:

- Ducklings (for under 4's)
- Learn to Swim (Stages 1 – 7 for 4 – 16-year-olds)
- Adults learn to swim (16+)
- SEN lessons
- Rookie Lifeguard
- Junior and Adult Swim fit

Regrettably, we are unable to provide 1:1 lessons.

▪ How can I enrol on swimming lessons with LiveWire Warrington?

You can sign up to our waiting list by visiting the Learn to Swim page. Please fill out the form and you will receive an email to confirm you have been added. You can select the type of lesson you are looking for on the form.

▪ How long is the waiting list

We cannot give a timing on the waiting list, however, please be rest assured that when we can offer you a space, we will be in touch with you via email. Please check your spam folders too as sometimes our emails can land in these.

▪ Can I speed up the process to get my children on the waiting list

We will work through the list in order of the date children are registered. Unfortunately, we cannot speed this process up for individual circumstances.

▪ I have/my child has had previous lessons – do I still need to add to the waiting list?

When adding children or yourself (adult lessons) to the waiting list, there will be options to choose from. If your child has had lessons before then they would be classed as an improver. Please click improvers and we will work through to see if a suitable space is available.

▪ Will I only be offered spaces to my preferred site

No, when you are at the top of the list, we will send you all available spaces across all 5 sites at the time of offer.

▪ What can we expect after an offer is sent?

Once you have accepted a place on the specific programme you have applied for, you will be asked to set up a direct debit. This is done online and must be completed at least 24 hours before the proposed first lesson. If your lesson is due to start on a weekend, the direct debit must be set up by Friday at 4pm.

You will receive a welcome email with further information about our code of conduct, please take time to read over this before attending.

Lessons

- **How can I monitor the progress of my child?**

We have our Home Portal as a tool to help you see how your child is progressing in their respective stage. You can register here, you will just need your child's membership number, date of birth and postcode.

- **My child is at 100%, when will I receive information about their new class?**

Movements will be made within a week of the assessment. If a suitable stage is not available on your current day that you attend, our Aquatics team will contact you to go through the options. Please continue to attend the previous class in the meantime.

- **The class time/day is no longer suitable; can it be changed?**

Please contact aquatics@livewirewarrington.org and we can look at suitable alternatives for you.

- **My child has been in the same stage for a long time, what can I do?**

Our teachers are all trained to adhere and assess to the Swim England Framework. Teachers will be looking for swimmers to consistently demonstrate criteria before passing to ensure they are ready for the next stage. Teachers, unfortunately, cannot provide feedback on poolside but if you contact aquatics@livewirewarrington.org we can speak with teachers regarding individual feedback where possible.

- **What stages do you deliver?**

We deliver the core stages 1 – 7 of the Swim England Framework. There are options after Stage 7 to consider which we can discuss with you.

- **What do I do if my child has a medical condition?**

We ask all swimmers/parents to declare any medical conditions upon enrolment. These details are only shared with the teachers to ensure that they are aware of any adaptations they may need to make to ensure inclusion.

- **My child has earrings – can they still swim?**

We ask that all jewellery is removed prior to the start of a lesson to ensure the safety of all swimmers. If a swimmer cannot remove jewellery, please contact aquatics@livewirewarrington.org for further guidance.

Memberships

- **Can I change my/my child's details?**

Please contact our Aquatics team – aquatics@livewirewarrington.org and we can assist you with any change of personal details or pop into a local LiveWire site!

- **How can I cancel the Learn to Swim membership?**

For cancellations, we require a 4 week notice period with one final payment. Please submit your cancellation request to aquatics@livewirewarrington.org and one of our team will respond with final details.

- **Do you offer discounts?**

We have concessions for members who are in receipt of working tax credit only. Regrettably, we are not able to provide discounts for siblings.

- **What happens if I miss a direct debit payment?**

If you miss a payment, our team will contact you to arrange how to get your account up to date.