

What do I need to bring with me for swimming lessons?

Please make sure your child has an appropriate swimming costume, goggles, and if applicable hair is tied back. Swimming caps are also optional.

Where does my child meet the swimming teacher before and after the lesson?

Parents/caregivers can take their child to the poolside approximately 2 minutes before the lesson begins. Children should wait in the designated area until their teacher collects them. After the lesson, children will be returned to the same area for collection by parents/caregivers.

Where can I watch my child's swimming lesson?

Parents/caregivers are not allowed on the poolside during lessons. You can watch from the viewing area in reception or the upstairs viewing gallery. Please remain on site for the duration of the lesson in case your child needs assistance during the lesson.

What happens if I am late or miss a lesson?

Our changing room gate opens 2 minutes before your lesson starts and closes 5 minutes after the lesson begins. If you arrive late, please notify reception who will provide further instructions. If you miss a lesson due to illness or holiday, you will still be charged. However, if we have to cancel your child's lesson, you will receive a credit for one lesson on your block or a reduced Direct Debit payment the following month.

When is best to speak to my child's teacher about their progress?

To minimize disruptions during lessons, please leave your name and contact number at reception and we will get back to you at the earliest opportunity. Alternatively, you can email vanessa.bruinsma@iow.gov.uk.

What happens when your child is ready to be moved up to the next level?

Upon completing a stage, the swimming teacher will present your child with a voucher indicating they are ready to advance. Certificates for completing each stage are available to purchase from reception and are £3 each (subject to availability).

How do I update my child's medical information if necessary?

To update your child's medical information, please speak to our reception team. This includes updates such as wearing glasses or hearing problems. You can also update this information on the 1Leisure app in the 'Manage My Swimming Lessons' section.

Do swimming lessons stop during the school holidays?

Swimming lessons run all year-round, including summer holidays. The only exceptions are the Christmas holiday period and the Isle of Wight Music Festival weekend (Medina only).

Cancellation of Swimming Lessons

1Leisure reserves the right to cancel lessons due to essential maintenance or staff sickness. In such cases, customers will be reimbursed for the missed lesson. For direct debit payments, 1Leisure will automatically adjust the amount on the next payment collection. For those who pay in 10-week blocks, the lesson allocation will be credited accordingly. During scheduled closures, such as Christmas, the same reimbursement policy applies. Please note that 1Leisure does not reimburse for lessons missed by the child. For long-term injuries or illnesses, please contact reception for further advice and assistance.

Can I get a discount on casual/fun sessions through swimming lessons?

If you pay for swimming lessons via Direct Debit, your child is eligible for free swimming in any of our casual or fun sessions. If you pay by a 10-week block, any casual or fun sessions are FREE.

How do I renew my block of 10 lessons?

You will receive an email up to 3 weeks before your last lesson is due for payment. Payment can be made at reception once this email has been received. If you prefer to wait until the last lesson of the block before renewing, please do so in person or call 01983 823880. You can switch to Direct Debit once your block payment is completed. This can also be done in the 'Manage My Swimming Lessons' option on our 1Leisure app.

How can I see my child's swimming progress?

You can track your child's swimming progress in the 'Manage My Swimming Lessons' option on our 1Leisure app. Just search for "1Leisure" on Google Play (Android) or in the App Store (Apple). Login using the 'Forgotten Password' button and follow the onscreen instructions to create or reset your password. Once you are logged in, you will see the 'Manage My Swimming Lessons' option on the home screen.

If you have any additional questions regarding swimming lessons with 1Leisure, please speak to our reception team.