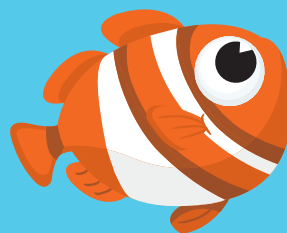
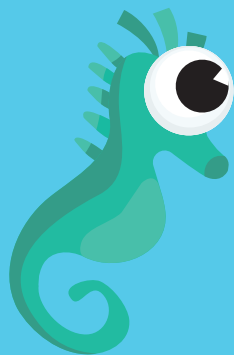


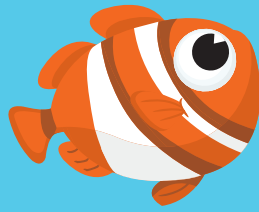


# nemo

## swimming



WELCOME PACK



nemo<sup>o</sup>  
swimming

## Welcome to Nemo Swimming

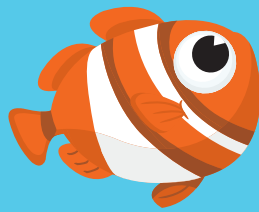
Thank you for choosing Nemo Swimming to deliver your child's swimming lessons. We look forward to meeting you very soon, and would like to take this opportunity to welcome you to the Nemo Swimming Journey. The Nemo Swimming Journey has been specifically developed to provide a unique pathway for our swimmers – from baby, through toddler, to pre-schooler, and beyond.

Our bespoke swimming programme encourages water confidence and awareness, and our swimmers' ability is noted as being above average for this age group due to the carefully balanced structure of the Nemo Swimming Journey.

Nemo Swimming lessons are designed to be both exciting and rewarding, and have been specifically developed to set your child on the best possible pathway for a lifetime of swimming.

We hope that you enjoy your time with Nemo Swimming. We are constantly looking to improve the service that we deliver to our customers, and we always welcome your feedback. If you have any comments or concerns regarding your Nemo Swimming lessons, please get in touch with your local Nemo Swimming office, who will be happy to help.





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swimming

## What should I bring to lessons?

**You will need to bring the following for Nemo Babies and Nemo Toddlers lessons:**

- Disposable swim nappy – these can be purchased from most supermarkets and chemists, and are specifically designed to not leak or expand in the water. There are many brands of disposable swim nappy available – Huggies Little Swimmers being one such example. Please note that, unless a designated nappy bin is provided, all used nappies must be taken home with you following your lesson.
- A neoprene nappy – Nemo Swimming operates a 'double nappy' policy in all lessons. This means that a neoprene nappy must be worn on top of the disposable swim nappies mentioned above. The neoprene nappy, which should provide a snug fit, provides extra protection against 'unwanted leaks'. Nemo Swimming recommends the Splash About Happy Nappy, which can be purchased from [www.nemoswimming.co.uk/swimshop](http://www.nemoswimming.co.uk/swimshop). Please note that we will request a Splash About Happy Nappy be worn if other brands are deemed to be unsuitable.
- Baby/toddler swimming costume (optional) – it is acceptable to attend lessons using the double nappy system only, however some parents opt to use a swimming costume as well.
- A towel for your baby/toddler – we recommend that you bring this to the poolside with you.
- Swimming costume and towel for yourself.

Please avoid bringing too much else to your lesson, as space in the changing facilities can be limited at times.

We recommend that, for young babies, you bring a car seat with you. These can be taken into the changing areas, and can prove very helpful when getting changed before and after your lessons.

Please note that pushchairs are not allowed at most venues, and are not permitted beyond the changing areas. You will find specific information about your venue on your Doddle account.

**For Nemo Pre-School and Nemo Juniors lessons, you will need to bring:**

- A swimming costume and towel for your child.

Nemo Swimming will provide all equipment required for the lessons. We encourage independence in the water from age three. As such, you will not need to bring a swimming costume or towel for yourself.

nemo<sup>o</sup>  
0 - 18 months  
babies



nemo<sup>o</sup>  
18 - 36 months  
toddlers

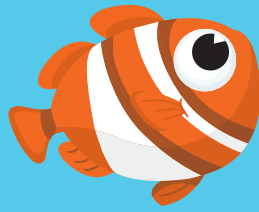


nemo<sup>o</sup>  
3 - 4 years  
pre-school



nemo<sup>o</sup>  
5 - 12 years  
juniors





## Illness

Here at Nemo Swimming, we understand that children are poorly every now and then. We want your child to enjoy their swimming lessons, but also want to ensure that we follow the advice issued by the NHS and Public Health England to avoid infections spreading. While your child is able to attend Nemo Swimming lessons with a common cold, for example, there are some illnesses that will mean your child should not attend sessions - these are detailed below. If you are unsure whether your child is well enough to attend their swimming lesson, please contact your local Nemo Swimming team.

### Chicken pox

Your child must not attend Nemo Swimming lessons while they are still infectious. It is important to remember that, even when past the infection stage, your child's skin may be sensitive, and may be aggravated by chlorine. We recommend that you consult a medical professional to determine when it is safe to return to the pool.

### Sickness and diarrhoea

As recommended by the NHS, your child should not return to the swimming pool for two weeks after their last episode of diarrhoea. This is to maintain cleanliness and hygiene in public pools, and to limit the spread of infection.

If your child has experienced any vomiting or a stomach upset, we advise you avoid the pool for 48 hours.

### Ear or eye infections

Please seek professional medical advice on when your child is able to return to the pool.

### Other conditions

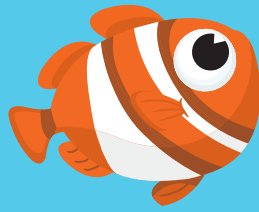
If your child has grommets, verrucae, broken bones or any other conditions that may be adversely affected if they undertake swimming lessons, please seek medical advice on how these should be treated and seek guidance on their return to lessons.

### Long-term illness

If you or your child have or develop a long-term illness that prevents you from attending Nemo Swimming lessons, please contact the support team. You will be asked to advise on the expected recovery period, and when you expect to be able to return to the pool. We also ask that you keep us informed. Refunds for any missed lessons will be issued based on our terms and conditions.

Please ensure that any medical issues are added to your Doodle account so that Nemo Swimming pool coordinators are fully aware.





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swimming

## Venue information

Specific information about your Nemo Swimming venue can be found on your Doodle account. This includes details about parking, spectators, changing facilities, door codes, and more.

## Photography and videography

Taking photographs or videos is NOT permitted at any point during Nemo Swimming lessons. If you do take pictures or record videos, you will be asked to delete them (witnessed by a member of staff). Please do not take offence at this as we have a duty of care to all our customers.

As a company, we occasionally photograph or video lessons, staff, and facilities. We will always ask for written permission to take these, and the pictures and videos used will be readily available for you to view – please just ask.

## Lesson programme

As part of our structured lesson programme, our instructors use a variety of teaching methods. By accepting our terms and conditions, you are agreeing to our instructors being in the water with your child and, at times and where applicable, may need to be in physical contact with them. The reasons for this are not exhaustive but do include; demonstration, guidance on how to deliver swimming technique, or safety. All our instructors are trained in line with statutory and company guidelines. This includes manual handling pertinent to the safe delivery of our lessons, as well as an adherence to child protection policies and guidelines.

Our instructors undertake comprehensive training, and may sometimes be asked to teach groups that are usually taught by another instructor. This means that your child may occasionally be taught by a different instructor due to training. This is strictly restricted to once per term, and we will endeavour to inform you in advance should your course be affected.

## Got a question?

If you have any questions, please feel free to contact your local Nemo Swimming office, who are there to help at every step of your Nemo Swimming Journey.

**Happy Swimming!**

