

50 Weeks Swim Member FAQ

When will the 50 week change start?

- 1st January will be when the DD reflects the 50-week programme change
- Term starts on Monday 8th January 2023

What are the new payment options?

- 12-month DD – 50 weeks divided by 12 monthly payments, this DD will continue until you cancel
- 3mth DD, this can start at any point in the year and will run for 3mths and will continue until you cancel

Do I have to commit to 50 weeks?

- If you're on the 12 month, this will enrol you in to the 50 sessions throughout these 12 months, Freezes can be made aligned to membership contracts and Swim/Rqts

Can I freeze my Swimming lessons?

- The Swimming DD will follow the same terms as membership, allowing for 2 separate freezes per year of up to 2 months. Freezing the swim DD will extend the earliest cancellation date (bind period) as the full paying 12 months are required
- A freeze fee will be charged to the members account, with the process being aligned to the membership freeze policy

Which weeks aren't lessons running?

- Virgin Active's programming will be on holidays from W/C 23rd December and W/C 30th December 2024

Will I have a new contract?

- Yes, new contracts explaining the new benefits to the 50 week programme and the conditions of participation

What if I don't want my child to have 50 weeks of swimming lessons?

- You can opt for the 3mth option

How can I book?

- Speak to your Head of Family Activities or Swim coordinator in club today

How do I take a break during the holidays?

- Freeze aligned to contract and membership freeze policy

If I go on freeze will I still keep my session?

- Yes if you are on freeze aligned with the policy we will keep your space, if is outside of the policy then we will remove the child from the session

How is this going to benefit my child's development?

- Improved consistency in our programmes that will accelerate our junior's development
- Reduced breaks in our programming
- Strengthens instructor/ junior member relationships through programme consistency
- Maintaining their swim/ tennis skills all year round
- Quicker progression through the programmes & developing multiple skills
- Swim during the key Summer period where our juniors are exposed to water the most
- Increase of water confidence with consistent lessons
- Socialising and self-confidence of meeting new friends and progressing throughout our lessons
- Help juniors develop a healthy respect for the water all year round
- Year-round swim lessons can help to prepare your child's immune system, for reacting to germs and other changing conditions

Will the cost per class change?

- No, the 12mth cost per class will remain the same, the DD will just reflect the 7 or 13) additional lessons
- 3mth option has an inflationary increase of (6%)

What happens if my child is sick and can't make a session?

- Make up sessions can be arranged if space is available and medical proof is provided as per the contract

Why has the price gone up?

- If on a 12mth the 7 (or 13) extra weeks have been split over the monthly payments
- The 3mth DD option has been elevated with an inflationary increase