

## FAQ's Xperience Programme

### How do I know my child's progressing?

- We have a parent portal so parents/guardians can track a child's progress.
- In addition, for most courses we have a badge scheme although our focus is on progressive techniques not solely badge work.

### Can I watch my child's lesson?

- Beginner swimming lessons can be observed from the viewing gallery at Newark Sports and Fitness Centre.

### Why can't I sit in the Sports Hall to watch my child's lesson?

- In order to maintain the safest possible environment for our gymnasts and spectators, viewing is available from the viewing gallery (Dukeries Leisure Centre) or by corridor bench seating or the upper floor gallery at Newark Sports and Fitness Centre. The only exception to the rule is pre-school gymnastics and pre-school trampoline lessons as young children require supervision and the risk is reduced due to the age of the children and the nature of the activities. In addition, we host 'spectator weeks' approximately every 13 weeks so parents can see what children have learnt over the last period.

### What is the policy for me leaving my children on site unaccompanied?

- **Wetside Course Policy:**  
All children under the age of 8 years participating in wetside courses must be accompanied by a responsible adult. Due to the nature of the activity, the parent/carer MUST remain on site at all times and be contactable. Please be advised that due to health and safety reasons there is strictly no viewing from the poolside area. Please also ensure long hair is tied back.
- **Wetside and Dryside Course Policy: (for children requiring additional support)**  
All children or young people with impacting medical conditions or disabilities on either wetside or dryside courses, must be accompanied by a responsible adult. Due to the nature of the activity, the parent/carer MUST remain on site at all times and be contactable.
- **Dryside Course Policy: (for lessons of up to 2 hours in duration)**  
All children under the age of 5 years participating in dryside courses must be accompanied by a responsible adult. Please also ensure long hair is tied back.

*Parents/carers of children 5 years or older participating in dryside courses may leave the site during the session. However, the reception desk MUST hold up to date contact details and parents/carers MUST be contactable for the full duration of the activity. Children must also be self-sufficient in your absence.*

### Why can't I enter the Wet side changing corridor in my outdoor shoes?

- The pool changing room corridor provides an area where bathers use lockers, queue for the pools and access shower facilities. In addition, the area is bare foot or covered shoe zone to ensure our pools are maintained in tip top condition in terms of hygiene and cleanliness.

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### **Why can't I leave my child's belongings in a cubicle whilst they have their swimming lesson?**

- The changing cubicles are just for that. They are there for all whilst a locker provides a safe place for bathers to store clothing and any personal items. We ask customers to respect this statement and use the lockers provided.

### **Where can I go if the above doesn't answer my query?**

- You can either email [xperience@active4today.co.uk](mailto:xperience@active4today.co.uk) or make an appointment to discuss any queries with one of our XP Customer Advisors.