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CONTACT US:

Turner Swim's support service

Our number one support service is from the instructor or instructors that you take lessons with as they will be able to answer all of your questions when you see them at your sessions.

Our booking software is easy to use with information on our website for [prices](#), [locations](#), [instructors](#). All bookings and cancellations must be made online. Bookings or cancellations discussed by any other method at all, including email, telephone and direct with instructors are not valid.

If you would like further information about our lessons then please complete the contact us form on the bottom of our website pages.

As we spend much of our time around the swimming pools, we can respond more effectively to emails. Our telephone hours are on Mondays and Thursdays 10am-12noon on 0207 157 9902.

CANCELLATION POLICY:

What is Turner Swim's cancelation policy?

Lessons can not be cancelled or rearranged with less than 48 hours' notice before the scheduled lesson start time. We are sorry but we can not make any exceptions to this rule. [Click to log in and cancel a lesson.](#)

Whilst we do allow clients to rebook lessons if they have more than 48 hours notice this is subject to our fair use policy.

As per our [terms and conditions](#), all bookings, cancellations and lesson changes can only be made online through our online portal. Bookings or cancellations discussed by any other method at all, including email, telephone and direct with instructors are not valid.

Can I send a substitute person to the lesson instead?

Unfortunately this is not permitted.

ONLINE BOOKINGS AND ACCOUNT:

How far in advance can I make online bookings?

Bookings can be made up to 4 weeks in advance.

All bookings must be made at least 24 hours before the scheduled lesson start time, at which point they become 'closed' on the online bookings portal. We are unable to accept bookings or cancellations in any other way than the online bookings portal.

Can I start lessons immediately?

All of our availability is online, simply book the next available session that we have that suits you and you can get started. [Click here](#) to check availability and book.

How do I update my online account?

To update an account [click here to login](#), then select *Profile* and *Edit personal details*.

How can I see how long my credits have left until expiry?

Sign into your account, then select the *Series book* on the left hand side to see your current packages.

How does the waitlist work?

To use our waitlist [login](#) to your account and click on the Waitlist option next to the session you would like. Up to 3 clients can go onto a single session's waitlist.

If the slot becomes available then all clients on the waitlist get sent an email at the same time and the session will go back onto the online booking system for any other clients to book. The client who then books from the link in the email first, or through the online portal, gets the slot. Clients only get the booking if they confirm it before anyone else does.

There is no charge for being on the waitlist and clients can go onto up to 3 waitlists at a time.

ARRIVAL:

Where do I go for my swimming lesson?

Login to your account and select *Bookings* on the left hand side to view the location that you have booked for. The full addresses for each location are found on our [locations page](#) of the website.

Upon arrival please head to the health club reception and let the hotel staff know you have arrived for your swimming lesson. Please sign in next to your name and head to the changing rooms.

Where do I meet my instructor?

Please meet your instructor on the poolside, they will then greet you once the previous session has concluded.

Can I arrive early and watch the lesson before or use the pool to practice?

No, we keep the lessons as individual as possible. Please only arrive poolside 2-3 minutes before your lesson start time to help protect the privacy of the client who may be before you.

If you do arrive early, please feel free to take a seat in the health club reception area and then get changed to arrive poolside for your lesson start time.

Can I start my lesson early if I arrive early?

No, we have allocated each lesson a specific start time, to match up with the hotel requirements and the need to give our instructors routine rest breaks, for health and safety purposes.

Can I bring my mobile and jewellery to the poolside or leave it with the instructor?

No, please use the lockers provided. The instructor has been instructed not to receive your personal items.

Who do I contact if I am running late?

Our instructors do not carry their mobile phones with them in the hotels so there is no point in calling or emailing us if you are running late. Our instructor will be at the pool for the one hour session you have booked and is expected to remain at the pool for the duration of the booked session. When you do arrive please head to the poolside as usual and your lesson end time will remain the same.

Can I have the direct contact details of my instructor?

No, all of our instructors are Turner Swim employees. All bookings and cancellations are through the booking portal only. If you have questions for your instructor then please ask them during your one hour lesson.

Will my instructor be in the water with me?

No, all instructors are on the side of the pool. We will give you sufficient buoyancy and teach you how to stand up by yourself, so that you are in control. We find this brings far greater results. By being on the side, our instructors have a better view of you in the pool and can demonstrate more effectively.

How long before I swim should I eat and what food do you recommend?

We recommend eating around 2 hours before your session, with a carbohydrate based meal such as a sandwich or pasta salad. A banana or energy bar such as a [Tribe bar](#) is a great top up 30 minutes before your lesson. Post lesson we recommend something similar, with a proper meal being far better than snacking.

Can I bring a drinks bottle poolside?

Yes, we encourage you to do that, drinking sips of water helps to keep you hydrated well while exercising.

USE OF FACILITIES:

Do our prices include entry to the pool outside of your scheduled lesson time?

No, the pool can be used for the one hour lesson time only. Showers, changing rooms, a towel and toiletries are included in your lesson price. If you would like to use these facilities too then please see the health club staff directly for their latest prices on health club memberships.

Can I use spa facilities if available in the venue?

No, access to the sauna, steam room, jacuzzis or gym area is not permitted.

Can I stay in the water after my session has finished for practises?

No, the pool can be used for the one hour lesson time only.

EQUIPMENT AND GOGGLES:

What do I need to bring to my swimming lesson?

We require all clients to bring a pair of goggles to their lessons as well as something to swim in. We recommend the Speedo futura range of goggles. [Click here](#) to view our blog on swimming goggles.

Is a towel provided by the hotel?

In a non-Covid world then yes a hotel towel is included. However for now (March 2021) please bring a towel to your first lesson at a venue and then if towels are being provided you can collect yours from the health club reception upon arrival.

Is a hat included in the lesson price and do I keep the hat after lesson one?

Yes, one hat is included per package purchased, or per single one hour lesson bought. The hat is yours to keep, please bring it to each lesson if your instructor has asked you to wear a hat.

Do I need to wear a hat?

No, but if your hair is covering your face then you'll find it hard to see and breathe when swimming, so we may recommend one in order to help you to progress and reach your goals.

Can I wear contact lenses in the swimming pool?

Yes, this is fine but if they get wet we recommend taking them out immediately after as lenses can absorb the water, trapping potential bacteria, viruses, or other pathogens against your eye. We recommend purchasing a pair of inexpensive prescription swim goggles if necessary.

How do I stop my goggles fogging up? Anti fog spray or marker applied before your swim session.

SWIMMING POOL LAYOUTS:

What are the sizes of the swimming pools Turner Swim operates from and which do we have our own lane at?

London:

Leonardo Tower Bridge: 25 meters, 1.2 meters deep (Turner Swim lane)

Leonardo London City: 25 meters, 1.2 meters deep (Turner Swim lane)

Marriott County Hall Waterloo: 22 meters 1.2 meters deep (Turner Swim lane)

Leonardo St Paul's: 18 meters, 1.2 meters deep (Turner Swim lane)

The Dilly Piccadilly (formerly Le Meridien): 14 meters by 12.5 meters, 1.0 meters deep and 1.5 meters deep (Turner Swim lane)

Jury's Inn Holborn: 14 meters by 13 meters, 1.2 meters deep

All pools are great for overcoming water phobia, learning to swim, improving your swimming or training for a triathlon. We recommend triathletes may prefer to swim in the longer length pools but for the first 4 years as a business we just operated from Le Meridien Piccadilly, training triathletes very effectively there.

Manchester: Worsley Park Marriott: 20 meters, 1.2 meters deep (Turner Swim lane)

Exeter: 15 meters, 1.2 meters deep

Reading: 17 meters, 1.2 meters deep

Warwickshire: 15 meters, 0.8 meters to 1.5 meters deep

Hinckley: 17 meters, 1.2 meters deep

Which swimming pool is the deepest for treading water?

All swimming pools are 1.2 meters deep, with the exception of The Dilly Piccadilly in London which has a 1.0 meter shallow end and a 1.5 meter deeper end. Treading water is best taught at Le Meridien Piccadilly.

We could also see you for either group sessions (£33 per session) or one-to-one sessions (£85) at the Docklands Sailing and Watersports Centre where the depth is approximately 11 meters.

Are the swimming pools chlorinated?

Yes, each swimming pool is chlorinated. The levels of chlorine are regularly checked throughout the day and modern management techniques enable far lower levels of chlorine needed than was traditionally in the past.

OPEN WATER SWIMMING:

Which open water wetsuits do you recommend?

Depending on your budget we either recommend an entry level Orca or the more expensive Huub range. We are a Huub stockist and sell wetsuits at reduced prices. [Click here](#) to read our open water wetsuit blog.

Are there any open water events you recommend swimming in?

We run our own open water swimming event in Canary Wharf each July called the Canary Wharf 1-Mile Swim. [Click here to book.](#)

An iconic overseas open water swim is the Bosphorus cross-continental event which we have trained multiple swimmers for. We recommend you book through SwimTrek. [Click here](#) to read our Bosphorus swimming blog.

How clean are the docks?

The quality of the water is routinely tested by the Docklands Sailing and Watersports Centre.

COVID-19:

What Covid-19 health and safety measures have been put in place?

We employ a professional health and safety advisor, Citation, and they have confirmed that we are compliant with current Government guidelines.

Our instructors have had extensive retraining in line with our health and safety advisors, and we have written a new risk assessment process to reflect the new world we live in. Although the UK government recommendations are for 1 meter + social distancing, we are aiming to implement a 2 meter social distancing policy. We recommend that you leave all belongings, including your towel in the changing room lockers provided. Please bring along your own swimming goggles to the lesson as we can no longer lend these to clients.

ADDITIONAL SERVICES:

Can I bring a friend, relative or child to my lesson?

No, the lesson and access to the health clubs for the 1 hour lesson is just for the client. By all means your friend or relative can have a drink in the hotel bar while you swim. We can have anyone sat poolside.

Do you offer two-to-one or group lessons?

No, we offer a personalised coaching service where we teach at the speed and in the styles of learning of one individual. We don't see anywhere near the progress with two people in a lesson so we no longer offer two-to-one lessons.

In the summer months we offer group open water swimming as we find progress is great in a group when practicing specific open water techniques such as acclimatisation, sighting, drafting and open water turns.

Do you offer 30 minute lessons?

No, all of our lessons are 60 minutes in length in order to maximise learning. It usually takes around 15-20 minutes to get warmed up and to recap the previous lesson content, required to be in your long term muscle memory. 30 minute lessons wouldn't lead to enough progress.

Can I video my lesson?

No, we cannot use any recording apparatus at the pools for multiple reasons.