

I hope that you are all keeping safe and well.

I am writing to you to give you an update regarding our Splash Learn to Swim programme and your swimming lessons, group and 1-1.

As we mentioned back in July, we had hoped to be able to reintroduce lessons following the start of the academic year. Unfortunately, as the current climate stands, and with significant social distancing restrictions still in place, we are still unable to bring back our Learn to Swim programme in a safe, effective and financially viable way.

It is still unclear as to when we will be able to bring our swim programme and lessons back, and consequently we do not have a fixed return date in place. I do wish to reassure you that we are consistently looking for ways to reintroduce our Learn to Swim programme and swimming lessons and we are dedicated to trying to do this as soon as possible.

Please rest assured that as soon as we can implement our lessons, we will communicate this information. We hope you can understand our ongoing position and would like to again apologise for any disappointment that this may cause.

Please also note that all direct debits will continue to remain frozen until we can return and therefore no payment will be taken.

Please accept our apologies for the delay in processing your refunds that are still outstanding due to the closure of the Sportspark in March.

If you paid for a Learn2 subscription and have not cancelled your subscription, your refund will be paid to the bank account that we hold on your account. If you have cancelled your subscription, you will be contacted by our Reception team and either, refunded by your original method of payment or your bank details will be requested if you paid in cash.

If you paid for 1-1 swimming lessons, you will be contacted by our Reception team to arrange a refund. This will be paid back to your original method of payment, if you paid by card, or your bank details will be requested if you paid in cash.

If you have any questions regarding this, please do not hesitate to contact myself or Martyn at

M.critchfield@uea.ac.uk or M.saul@uea.ac.uk

Thank you for your ongoing patience

Kind Regards

Matt Critchfield

Head of Department - Aquatics