

FREE SWIMMING

For over 60s and under 17s

Encouraging Healthier Communities

The Government is funding free swimming for local authority leisure facilities for two years from 1 April 2009.

All five New Forest Health and Leisure Centres in the New Forest will participate in this initiative with the aim of promoting opportunities for people to be more active, more often.

Free swimming is available in any public session including lane sessions, but does not include Instructor led activities or Inflatable Fun sessions. It is also available to people outside the New Forest district, but everyone will be asked to register first at any New Forest Health and Leisure centre. Anyone in these age groups who chooses not to register can still swim at the normal adult price.

To register, you will need to provide evidence of age and address and a nominal 'one off' charge of £2.00 will be made. You will then be issued with a 'user' card which must be presented to reception on every visit.

Registration will take place from Sunday 1 February at each of the health and leisure centres in anticipation of the start of the scheme on 1 April.

We recommend that you register as soon as possible to avoid long queues. Club Active members, club 816 members, Under 8s and Swim Direct members can register free of charge.

Applemore Health and Leisure

Claypits Lane, Dibden, Nr. Southampton
SO45 5TN

Lymington Health and Leisure

North Street, Pennington, Lymington
SO41 8FZ

New Milton Health and Leisure

Gore Road, New Milton
BH25 6RR

Ringwood Health and Leisure

Parsonage Barn Lane, Ringwood
BH24 1PX

Totton Health and Leisure

Water Lane, Totton, Southampton
SO40 3GX

0845 659 0845

newforest.gov.uk/leisure

Frequently Asked Questions

Why do we have to register?

The free swimming initiative is a 2 year pilot funded by the DCMS (dept for Culture, Media and Sport) and at the moment we do not know whether funding will be available beyond the pilot or whether the council will be in a position to continue. It is therefore very important that we monitor the scheme on a regular basis. This can only be achieved by recording the visit of every swimmer through our system in the same way we do with gym users and members.

There are also health and safety implications as its helps us to ensure that we have personal details of all swimmers and can ensure compliance with health and safety regulations.

As this is also likely to increase the number of swims we also need to monitor how many people are swimming in each session to ensure we can stay within our maximum pool capacity for any session

Why do we have to pay to register if it's free?

The council is asking for a 'nominal' fee which will go towards the cost of the user cards and the administration of the scheme. This is a one off charge and once registered a swimmer can visit as often as they like.

Why do I have to provide proof of age and address?

Swimmers who are approaching their 17th birthday or are 50 -70 can often look much younger or even older, and it is important that the scheme is administered fairly.

We are also asking people to register just once, and if the scheme becomes permanent, proof of age will become more relevant in the long term. We have now decided that this is 'good practice' and will be applying this policy to all age restricted offers.

Proof of address enables us to monitor where we are attracting swimmers from and helps us target our customer information. It can also be very valuable if we need to get in touch with a customer or their family in the event of an emergency

What if I don't want to register?

You can still swim if you don't register but you will be charged the standard swim price.

What happens after the 2 year pilot?

We will be monitoring and reviewing and a decision on the future of the scheme will be made in September 2010

How are you going to ensure that paying swimmers (17-59) are still able to access the pool for a swim?

We have reviewed the pool timetable to include more 'adult only' and 'family' sessions so that there will be specific sessions where adults (including over 60s) can swim for fitness, and family sessions where the priority will be on family fun.

Can I swim free if I don't live in the new Forest?

Yes, this scheme is not restricted to New Forest residents as many of our centres are on the border with other districts

What is a 'public' session and are there any sessions that I have to pay for?

A public session is any session that is not Instructor led like Aquarobics or lessons or a programmed session i.e Inflatable Fun. Public sessions include any lane session or session which has a particular target group i.e family swim or Club active swim

How can you help me if I can't swim at the moment?

Adult swim lessons are available at all our centres either as group lessons , Intensive lessons or

individual and small group tuition. Please speak to a Customer advisor at your preferred centre

Have you got a maximum number of people allowed in the pool?

Yes, every pool has 'Pool Safety Operating procedures' which define maximum occupancy for each session. If numbers are regularly exceeded we will introduce a band system for each session. This may result in delays at very popular times.

What happens if I've recently paid for Centre Membership?

There will be no refunds for Centre membership. If your centre membership is due in the months leading up to April, then you need to make a judgement about whether it represents value for money in the period remaining

What happens if I currently swim free as a Fitness Direct member?

Normal Fitness direct cancellation applies. There will be no refunds for memberships paid for annually and if you pay by direct debit, then you can cancel if you have held your membership for 12 months and give 2 months notice. Many of our Fitness direct packages include a much wider range of activities and facilities than just swimming and pool

What is 'Club Active'?

This is our umbrella brand name for all activities that are suitable for our more mature customers (Over 60). It offers a special membership that gives significant discounts on a wide range of dryside activities to provide choice for a healthier lifestyle. You do not need to be a Club Active member to be able to swim free.

The logo for 'club active' features the word 'club' in a blue, lowercase sans-serif font, followed by a stylized orange and blue figure of a person jumping or swimming, and then the word 'active' in a blue, lowercase sans-serif font.