

## Terms and Conditions

### **Teaching Policies, Procedures and Parental Responsibilities**

1. All Swimming Teachers are ASA /STA qualified and have current enhanced CRB disclosure checks or DBS checks before they are allowed to teach.
2. Swimming Teachers are only responsible for pupils during their swimming lessons and parents /guardians are responsible at all other times. The swimming lesson begins when the Swimming Teacher accepts charge of the pupil and ends when the lesson finishes.
3. Parents/guardians must remain on the premises whilst the pupil is attending their swimming lessons. This is imperative in case of the unlikely event of a medical emergency, building evacuation or other emergency situation. Pupils must be collected promptly at the end of the lesson.
4. Parents/guardians must never distract the teacher during a lesson and should direct all communication through the reception staff or the Head Teacher (if available). Parents/guardians should not speak with a teacher during the period that lessons are in progress as it is dangerous and will distract the teacher from the supervision of the pupils in their lesson.
5. Pupils cannot be accepted into the class if they are more than 5 minutes late for a class, as it disrupts the lesson for the other pupils.
6. A coloured swimming hat will be issued when joining swim school and new hats will be issued when transferring to the next teaching stage. Lost or broken hats can be replaced by purchasing a new hat from reception.

### **Pupil Illness**

1. If your child is unwell, we recommend that you do not bring them to their swimming lesson.
2. If your child has been ill with sickness diarrhoea or something contagious they should not attend their lesson. To protect others, they should not swim for at least a week after it has completely cleared up.

### **Swimming Lesson Programme**

1. The majority of our 'learn to swim' programme classes are held over a 30 minute timeslot (some advanced and adult classes might be 45 minutes or 1 hour) which includes time to take registers.
2. Pupil to Teacher ratios are in line with STA Standards.

### **Swimming Lesson Dress Code & Hygiene**

1. All children should wear appropriate fitting costumes/trunks and shorts specifically designed for swimming. Baggy costumes/trunks can hamper movement.
2. All children are encouraged to wear swim caps, for hygiene and to assist with supervision of the classes.
3. No jewellery should be worn during a swimming lesson. Religious or medical bracelets are allowed but should not distract the swimmer from their lesson.

4. The use of goggles is permitted but pupils will be asked to remove them if they providing a distraction and when performing certain skills (unless there is a medical reason for goggles to be worn). We recommend the use of dioptrre corrective goggles for anyone with a visual impairment.

5. We recommend that all swimmers shower before their lesson. Please ensure that all hair gel/body lotions etc are removed. This will help to keep the water clean. Make sure your child uses the toilet before the lesson commences. Please ensure your child showers after the lesson.

### **Pupil Progression**

1. All pupils on the 'learn to swim' programme work towards the STA swimming levels.
2. Swimming Teachers continually assess all pupils' progression throughout the term.
3. Progression of all pupils will be at the judgment of the teacher and the swimming pools Head Teacher, in accordance with the progression within the criteria of the "ASA Learn to Swim Framework"
4. Pupils will be moved up to the next class when they meet the skills criteria required and if there is adequate room in the next Stage for movement.
5. Upon completion of a Stage, an email will be sent to the parent/guardian explaining that the child is ready to move up to the next Stage.
6. Due to the continuous progressive nature of our programme, and the variety of ability levels within each session, we cannot guarantee a specific time slot on progression, as a space within the next stage may not always be immediately available.

### **Swimming Lesson Payment**

1. Fees will be paid in advance of the lessons.
2. Payments are taken before the start of the new term.
3. New joiners will pay a pro-rata payment for any lessons which take place prior to the first lesson.
4. One clear month's notice in writing is required for the cancellation of Swim School Direct Debit.
5. Failure to provide the full notice period to cancel your swim school may result in St Dunstan's taking recovery action for the outstanding payment.
6. Reminders to re-enrol/top-up will be sent if a valid email address is provided, these are sent on a weekly basis when only 3 lesson credits remain. If top-ups are made before the deadline the place in swim school will be secure.
7. If payment for a renewal is not received before the deadline date, we can no longer reserve the place in the next lesson and if another customer books the space, your space will be lost
8. It is the parent / guardian's responsibility to ensure that the participant has sufficient credits for future lessons. We will make all reasonable efforts to ensure that sufficient notice is provided when credits are low.

### **Changing and Moving Lesson**

1. You may request a change of time, day or Swimming Teacher and we will try to accommodate your request, provided a space is available.
2. Swimming ability and speed of progression will vary depending upon the swimmer.

### **Pool Closure and Cancelled swimming lessons**

1. In the event of a pool closure we will make every attempt to contact our customers as soon as possible.
2. In the unusual event of a pool closure or lesson cancellation the remaining lesson credit balance will be carried forward to the following scheduled lesson.
3. In the event of a planned pool closure you will not be charged for this at time of booking, or a credit will be provided for a future lesson.
4. St Dunstan's enterprise reserves the right to cancel classes should numbers fall below our minimum numbers per group (50% of class capacity). If this happens you will be offered an alternative lesson of the same level.

### **Changing rooms**

1. Children under 8 years old must be accompanied by an adult at all times whilst changing.
2. Children over the age of 8 must change in their own sex changing rooms
3. Valuables left in changing rooms are left at your own risk. St Dunstan's cannot take responsibility for lost or stolen items.

### **Missed Lessons**

1. Lesson fees are non-refundable where the pupil has either missed lessons or decided to withdraw from the programme altogether.
2. Lessons run consecutively, the lesson credits will be utilised as each lesson takes place regardless of pupil attendance (with the exception of pool closure/lesson cancellation).
3. In exceptional circumstances management may exercise discretion on refunds or credit notes but this would only be on production of a medical certificate or documentation from a medical centre, hospital or GP.

### **Changing Teacher**

1. We will use reasonable endeavours to provide the same instructor for each lesson within a course. However, relief instructors may be used without prior notification.
2. We reserve the right to appoint a new teacher at any time and may, at times need to provide an alternative teacher for a class or classes due to illness or for any other unforeseen circumstances.
3. In the event a teacher is away for a long period of time we will try to keep the same cover teacher for the time period where possible.
4. If a teacher is absent, the Pool reserves the right to join classes together if considered appropriate and safe according to STA guidelines. We would always try to put a replacement teacher in place immediately however, if this is not manageable we would put the classes together in

order to avoid the cancellation. This would be an extremely rare occurrence as additional teachers are usually available to cover any such eventualities.

### **Communication**

1. We like to encourage communication and welcome issues to be raised with our staff.
2. The duty management team will be the people to resolve any poolside issues. Any problems or issues should be conveyed through them.
3. Questions regarding the progression of pupils should be directed towards the reception staff that will be able to pass on the message to the relevant member of staff, who will then contact you to discuss the pupil. Please ask to fill in a swim school enquiry card.
4. All parents/guardians are encouraged to supply us with e-mail address for quick communication purposes. This is essential if you would like to be reminded of when you need to top-up your lesson credit balance.

### **Viewing**

1. Parents/guardians are not permitted on poolside but must sit in the pool viewing areas. (Where pool viewing is on poolside, parents must not interfere with the lessons or distract the swimming teachers).
2. We do ask that all spectators remain in the seating area in order to prevent any unnecessary distractions for the teachers and make every effort to ensure that all footwear is clean, wearing shoe covers when provided.
3. It is difficult for the teaching staff to gain full attention from their pupils if they are being distracted; progress can be affected if children are not fully able to concentrate.
4. No photography or filming is permitted on poolside or in the changing area without the prior approval from the Centre Management.

### **Behaviour & Conduct**

1. Parents accept that their child is under the supervision, control and care of the Swimming Teacher, during the lesson period. Should the behaviour of the child be unsatisfactory and the class is being disrupted, the Swimming Teacher has the right to remove the pupil from the class.
2. The teacher may employ reasonable measures as are necessary to maintain the smooth delivery of the class. We reserve the right to request that your child should be removed from classes should they persistently disrupt or are seen to be putting themselves or anyone else at risk during the class. If a child is removed under these circumstances and suitable alternatives arrangements cannot be made, no refund will be provided.