



## **Guidance Notes/Terms and Conditions For Parents/Guardians**

Please can we ask that all parents/guardians make sure children have used the toilet facility before they enter the pool, and that they are on poolside five minutes before the start of their lesson. All children should remain with their parent/guardian until a swimming teacher collects them. To assist the smooth transition between classes parents/guardians are asked to ensure their child/children exit the pool promptly after their lesson.

All parents/guardians are responsible for their own personal belongings and valuables. Bubbles Swim School does not accept responsibility for the loss of any personal items.

Please ensure that all clothing is removed from the changing rooms to allow other users to use them. Baskets will be available on poolside for storing kit bags, rucksacks etc.

In case of emergencies (or the occasional toilet request!) parents/guardians are required to be present at all times. Parents/guardians are responsible for their children whilst changing and at all times outside of their lesson, which is typically 30 minutes in length.

All changing areas have emergency cords that can be pulled if assistance is required. However, please bear in mind these should only be used in emergencies.

We ask that parents/guardians remain in the seating area whilst lessons are in progress as it can be difficult for teaching staff to gain the full attention of their pupils if they are distracted.

If your child is unwell, we recommend that you do not bring them to their swimming lesson. If they have suffered sickness/diarrhea within the last 48 hours prior to their lesson they should not attend.

If your child has a verruca, we advise that they wear a plastic protective sock on poolside and during their lesson.

No food or drink is to be brought onto poolside except water in a plastic bottle.

All earrings should be removed or covered with a waterproof plaster if newly pierced.

Please do not enter the pool area if a swimming teacher is not present.

All long hair should be tied back. Swimming hats (provided by Bubbles Swim School) should be worn for the duration of the lesson. If your child is allergic to Latex, we are happy for you to provide your own hat. If you lose your swimming hat, replacement ones are available at a cost of £2.50.

All children are asked to wear sensible swimwear that does not restrict their movement. No baggy shorts or bikinis.

Goggles are optional, however please can we request that goggles are adjusted to fit before the lesson, as this can sometimes consume valuable teaching time.

No spectators or swimmers should run on poolside and we ask that no outdoor shoes are worn on poolside.

Smoking is not permitted anywhere in the building.

All personal information is important and we will treat it as we would any other valuable item. We will ensure all personal information is kept confidential and only Bubbles Swim School staff will have access to it.



This information will not be shared with any third parties without your express approval. The only occasion when we may need to do so is if there are legal requirements placed upon us to do so.

Bubbles Swim School recognises that we have a legal obligation of a 'Duty of Care' towards all participants and we understand our responsibility to safeguard the children that we work with. Bubbles Swim School adopts and implements in full the policies and procedures of the Swim England's (formerly ASA) Wavepower 2016-19: <http://www.swimming.org/asa/clubs-and-members/safeguarding-children/>. A copy of our Child Protection Policy is available on request.

### **Lesson Cancellation/Pool Closure**

If your child is unable to attend his/her lesson due to illness or holidays etc., Bubbles Swim School are under no obligation to refund or replace the missed lessons. We appreciate that missing a couple of lessons and not being able to get a refund can be frustrating, but unfortunately our costs remain the same.

If your child is unable to attend due to an injury or long-term illness that will prevent them from swimming, Bubbles Swim School will, at their discretion carry over any missed sessions that cannot be attended up to a maximum of 10 lessons. Any requests for carrying over lessons in this instance should be accompanied by a valid doctor's note.

If you decide to cancel your child's swimming lessons after we have received your renewal payment (Week 9), we will not be able to provide you with a refund for that term or for any of the unattended lessons. If you decide to cancel lessons once the term has commenced the same will apply.

In the unfortunate event of a pool closure we will make every effort to contact you as soon as possible by phone/text or email (please ensure we have your up to date contact details). Any lessons missed for this reason will be added onto the end of the term. Additionally, if lessons are cancelled by us (Bubbles Swim School) the same will apply.

### **Holiday Closures 2019**

Please see detailed below dates we will be closed during 2019:

**August** 6<sup>th</sup> August, 8<sup>th</sup> August, 13<sup>th</sup> August & 15<sup>th</sup> August 2019

**December/January 2020** Tuesday 24<sup>th</sup>, Thursday 26<sup>th</sup>, Tuesday 31<sup>st</sup> & Tuesday 2<sup>nd</sup> January (2020)

### **Payments/Re-enrolment Procedure**

Our preferred method of payment is bank transfer. Please make sure you label the reference field with your child's name. Sort Code: 30-10-49, Account No: 18922660.

Payments can also be made by cash or cheque. If paying by cheque, please make it payable to 'Bubbles Swim School'. Receipts will be given for both cash and cheque payments.

We follow a ten-week rolling block of lessons at a cost of £76.00 per child. All new starters will be required to pay a £10 non-refundable deposit to secure their child's place. This amount will be deducted from the fees which are due two weeks prior to them starting with us. Re-enrolment emails will be issued on Week 7 and we will require confirmation on Week 8 if you are renewing next term. Payment for the **next** ten-week block is due no later than Week 9. Unfortunately, if we do not receive your renewal payment by this date, we will no longer be able to reserve your place and may offer it to swimmers on our waiting list.