



Bubbles Swim School Terms and Conditions

All parents/guardians wishing to register with Bubbles Swim School for swimming lessons will be asked to complete our online registration form via our swimming portal "Swimphony".

General Rules

We ask that no outdoor shoes are worn on poolside. Protective overshoes are available before you enter the pool area or alternatively, please bring a pair of indoor shoes to change into.

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. In the interest of pool hygiene and health and safety, we ask that all children please shower before entering the water.

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 an emergency (or the occasional toilet request!) parents/guardians are required to be always available. Parents/guardians are responsible for their children outside of the thirty-minute lesson time. We ask that parents remain on site during their child's lesson whether that be on poolside or outside in their car.

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 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, as these protect hair from chlorine as well as preventing hair from entering the pool's filtration system. If your child is allergic to latex, we are happy for you to provide your own hat. If you lose your swimming hat, replacements are available at a cost of £2.50.

No spectators or swimmers should run on poolside as the area can be wet and slippery.

Smoking is not permitted anywhere in the building.



Photography and video recording is not permitted at the pool, this includes poolside and changing rooms. Bubbles Swim School may, on occasion request to photograph classes for advertising purposes. Consent will always be asked before any photographs are taken.

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.

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 approval. The only occasion when we may need to do so is if there are legal requirements placed upon us.

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 Swim England's (formerly ASA) Wavepower 2020-23: [Wavepower 2020-23 | Child safeguarding for Swim England clubs \(swimming.org\)](#)

Sickness

If your child is unwell, we kindly ask 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, we ask that they do not attend. Additionally, if they have sustained an injury or needed any medical attention on the day of their scheduled lesson, we would also ask them not to attend.

All parents/guardians agree with the following: "As far as I am aware, I have disclosed to Bubbles Swim School all information relating to my child's health that is relevant to them taking part in swimming lessons".

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 ten 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), Bubbles Swim School 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.



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.

We follow a ten-week rolling block of lessons. 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.

Data Protection

Your 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 in the future.

All parents/guardians agree with the following: "I am happy for Bubbles Swim School to email/text or phone me with regards to any relevant information relating to the running of Bubbles Swim School".

Holiday Closures 2023

May/June

30th May, 1st June

August

1st August, 3rd August, 8th August & 10th August

December

19th December, 21st December, 26th December & 28th December

If any additional holiday closures are added to the above core dates, Bubbles Swim School will email all parents/guardians advising them of this.