



## **Locks Heath Swim School Regulations and Procedures**

Thank you for swimming with Locks Heath Swim School. We hope that your child will have a happy and successful time with us. To preserve the safe, efficient operation of the Swim School, we would like to draw your attention to the following:

- **Payment**  
Payment is due in full before the start of each five-week course. Credits are not given for missed sessions.
- **Absence / Sickness**  
Please let us know if your child is likely to be absent from swimming for a long period. Children who arrive for swimming after an absence of three weeks or more may be refused admittance to the water.
- **Behaviour**  
It is the responsibility of all parents/guardians to ensure that children (whether swimming or not) are always kept under control. Swimmers must follow all instructions given by Swim School staff.
- **Pool Side/Foyer**  
Parents/guardians are not allowed poolside unless requested by the instructor (shoes must be removed). Prams, pushchairs, scooters, bikes are not permitted in the foyer.
- **Swimmers' Records**  
Please inform us of any change to medical information. In the instance of a serious condition, please provide an emergency plan. Please advise us of any change of address or telephone number.
- **Badges and Certificates**  
Please note that badges and certificates cannot be issued unless paid for in full. To avoid disappointing your child please ensure that you bring some money with you on a 'badge' day.
- **Queries**  
If you have any queries please speak to a member of staff at the pool. Alternatively call the office on 01489 480036. We will do everything possible to assist.
- **Policies and Documents**  
Policies, documents and other relevant information is displayed at [www.locksheathswimschool.co.uk](http://www.locksheathswimschool.co.uk)