



## Terms and Conditions

Thank you for choosing to swim with Locks Heath Swim School. We hope 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:

### **Enrollment and Payment**

1. Registration Fee (£5) and the remainder of the current course must be paid to secure your space.
2. A completed Registration Form must be submitted to enroll each swimmer. Parent/guardian will confirm they agree with and will adhere to these Terms and Conditions by submitting the Registration Form.
3. Cancellations cannot be refunded.

### **Attendance**

1. If your child is unable to attend, the lesson is still payable.
2. We will only consider refunds on long-term medical grounds with supporting medical evidence.
3. If we cancel a lesson due to reasons beyond our control a credit will be added to your account.

### **Safety and Hygiene**

1. Please arrive promptly for your child's lesson.
2. Swimmers must not enter the water until told to do so by the instructor.
3. All swimmers must use the toilet and shower before entering the pool.
4. Parents/guardians are not permitted poolside unless requested by the instructor.
5. No outdoor shoes are allowed poolside.
6. Prams, pushchairs, scooters, bikes are not permitted in the foyer.
7. No food or drink (except for water in a plastic container) are to be consumed poolside, in foyer or in changing rooms.
8. If your child uses an inhaler, please hand it to the staff member at the desk or send on poolside with your swimmer.
9. In the event of an emergency the instructor will advise you what to do.
10. 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.
11. As per Swim England guidelines, parents/guardians should not be in the changing rooms unless their child is of an age where help is required. For children who need assistance (seven years old is considered the upper limit) the adult assisting should be in their sex changing room. ie a mum changing her son should be in the female changing room and a dad changing his daughter should be in the male changing room.
12. Parent/guardian should remain in foyer for duration of lesson if their child needs assistance using the toilet during their lesson.
13. If using the car park, cars must be parked in marked bays. The barrier rises at 1555 hrs on weekdays. On-road parking is available in nearby streets.



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### **Badges and Certificates**

1. Badges and certificates cannot be issued unless paid for in full. To avoid disappointing your child please ensure that you arrange payment in advance or bring cash with you on a Badge Day.
2. Dates and payment information for Badge Days will be communicated in advance.

### **Staff**

1. All our instructors hold the following as a minimum:
  - Swim England Swim Teacher L2 (or equivalent) Certificate
  - RLSS National Rescue Test Award
  - UK Coaching/ Swim England Safeguarding Qualification
  - DBS Disclosure
  - Follow the Swim England Wavepower publication

### **Policies and Documents**

1. Policies, documents, and other relevant information is displayed at [www.locksheathswimschool.co.uk](http://www.locksheathswimschool.co.uk)