



St Margaret's

SPORTS CENTRE

Swimming Lesson Terms and Conditions

St Margaret's Sports Centre is a division of St Margaret's Enterprises Ltd
Please read thoroughly through all of the terms and conditions listed below:

1. General Information

- 1.1 Parents/Guardian must stay on pool side for the duration of their child's lesson.
- 1.2 If your child does not attend any of the swimming lessons for **the first three weeks** of term without informing the Swim School Manager we will assume you will not be returning and therefore your child's place may be re allocated.
- 1.3 Disruptive or dangerous behaviour is not acceptable on site. Continued disruptive or dangerous behaviour may result in your child being removed from the swimming lesson programme.
- 1.4 If your child arrives more than 10 minutes late for their lesson they may be denied entry to the class, this is at the teacher's discretion.
- 1.5 Food and drink must not be consumed on poolside
- 1.6 Outdoor shoes must be removed before entering poolside or the changing facilities. We recommend bringing a spare pair of shoes such as flipflops.
- 1.7 Child Admission and Changing Area usage policy states that **females or males of 8 years or over should use their designated changing area. Those under the 8 years should use the changing area specific to the gender of the accompanying adult.** This policy is in line with National Guidelines set out by the ISRM.
- 1.8 All your personal information will be kept in line with our GDPR policy.
- 1.9 For a copy of our privacy policy, please ask a member of staff.
- 1.10 **In line with our Child Protection Policy, mobile phones are strictly prohibited within the changing facilities and on poolside.**

2. Booking and payment

- 2.1 **New swimmers** must complete an application form in full and return to the swim school manager before the child's first swimming lesson.
- 2.2 **Current swimmers** will automatically enrol on to the next term for the same lesson day and time as the current term.
- 2.3 If you wish to change lesson day or time then you must put in a request via email. We will do our best to accommodate the change however, this is not guaranteed.
- 2.4 If you do not wish to return to swimming lessons next term then you must inform the Swim School Manager via email before the end of the current term.
- 2.5 Payment can be made at reception via **credit/debit card only.**
- 2.6 **Payments for Spring Term 2023 will be taken from Monday 9th January and the payment deadline for Spring Term 2023 is Tuesday 31st January 2023.**
- 2.7 If there is an outstanding balance to pay from the current or previous term, then your child's place may not be automatically enrolled.



St Margaret's **SPORTS CENTRE**

3. Lesson cancellations and Refunds

- 3.1 Refunds and extra lessons will not be given for absences.
- 3.2 Lessons cancelled by St Margaret's Sports Centre will be replaced at a later date if possible and this will count as part of the current term.
- 3.3 If St Margaret's Sports Centre cancels a swimming lesson and are unable to replace the lesson, a credit will be issued for the following term.
- 3.4 Refunds are only given if your child is unable to attend lessons due to medical reasons only. In which case a medical note from your doctor must be shown to the Swim School Manager.
- 3.5 Credits cannot be given for children who refuse to or do not participate in their lessons. Every effort is always made at the time to integrate them into their swimming lesson.
- 3.6 In the event of St Margaret's Sports Centre cancelling swimming lessons, **parents and guardians will be communicated via email**. We will make every effort to contact you as soon as possible.

4. Medical information

- 4.1 Please advise us upon booking to any medical conditions we should be aware of. All medical information will be treated with the strictest confidence.
- 4.2 If your child suffers from any gastric illness (vomiting or diarrhoea) during the course of the term they must be clear for all symptoms for 48 hours minimum before returning back to swimming lessons.
- 4.3 Please seek medical advice before allowing your child to swim with, open wounds, infections or other potentially contagious conditions.
- 4.4 Swimmers should refrain from eating at least an hour prior to swimming.

5. Swimming lesson attire and hygiene

- 5.1 Long hair must either be tied back or a swimming hat is to be worn.
- 5.2 Goggles are permitted in most lessons (please ask for advice) however, please be advised that goggles do affect children's confidence and therefore our swimming teachers do encourage children to swim without them.
- 5.3 No jewellery is to be worn by the swimmers.
- 5.4 Swimmers must wear appropriate swimming costumes/trunks. Long trunks/ baggy swimming costumes will impede buoyancy.
- 5.5 Swimmers must rinse in the shower before and after their lesson.
- 5.6 Parents and guardians should encourage all children to use the toilet before the lesson begins.