

Terms and Conditions



Please read the below information carefully. When making a payment to secure your booking, you agree to the terms and conditions set out below.

Registration & Enrollment

- A Registration Form and an Enrollment Form must be completed for all new swimmers prior to their first lesson.
- The purpose of the Registration Form and the Enrollment Form is to collect the necessary information required to provide a professional service which is well communicated, suitable and safe for our swimmers and staff.
- These forms must be completed by a responsible parent/carer if the swimmer is under the age of 18 years. Swimmers may be refused access to their lesson where either of these forms are incomplete.
- You are required to inform Let's Swim in writing if there are any changes to the details provided. A new form will be sent for you to complete.
- In the event that you need to update medical information, please discuss the changes with your instructor before your next swimming lesson.
- For more information about how we process your information please refer to our *Privacy Policy*.

Bookings & Payments

- Our swimming lessons are sold as a termly block booking. When making a booking you are committing to the duration of the term and your payments are non refundable.
- The details of your booking are outlined on your invoice. Please read this information carefully prior to making your payment.
- When booking part way through a term, fees are amended accordingly. You will only be invoiced for the number of weeks remaining in the term.
- To secure your booking, either the requested minimum installment or the full balance must be paid by the priority booking date advised. Bookings are not secured without payment.
- Late fees are those which have not been paid by the final due date. All late fees are subject to an administration charge of £5 per booking.
- In the event that fees are considered as being in debit, entry to a lesson may be refused until the outstanding payment is settled and you could lose your place.

Priority bookings

- Priority bookings take place towards the end of each term - usually within the last three or four weeks. They offer you an opportunity to rebook for the upcoming term.
- At the start of the priority booking period you will be notified that a place has been reserved for your swimmer(s). Booking information will be distributed using the contact details provided on your registration form.
- Any spaces not secured with a deposit will be made available to swimmers on the waiting list. You could lose your place if you don't book in time.
- Due to swimmer progression Let's Swim can not guarantee that the teacher, time or venue of your lesson will remain the same each term.

Duty of Care & Safeguarding

Safeguarding & Child Protection

- Our staff are DBS checked, we also attend additional child protection training.
- If you have concerns about the safety or wellbeing of a child this should be reported without hesitation, for more information please refer to our *Safeguarding Policy*.
- Below are some useful contacts for if you need to make a referral or raise a concern

If you believe a child is at risk of immediate harm please call the Police on 999	
Let's Swim Safeguarding Lead:	Hayley Dix info@lets-swim.co.uk
Multi Agency Safeguarding Hub (MASH) London Borough of Barnet	020 8359 4066 mash@barnet.gov.uk https://www.barnet.gov.uk/children-and-families/keeping-children-safe
NSPCC child protection helpline (24/7 service):	0808 800 5000 help@nspcc.org.uk https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/report/report-abuse-online/
Police or Ambulance Service:	Call 999

Access to facilities

- A parent/carer must remain accessible and on premises for the full duration of their swimmer's lesson.
- Access to the poolside is strictly forbidden without the presence of a fully trained lifesaver. If you are first to arrive, please wait in the changing facilities until a lifesaver is present on the poolside.
- Your booking invites you, for the purpose of your swimming lesson, to access the changing and swimming pool facilities on the designated dates and times found on your invoice. You may arrive 10 mins before and up to 10 mins after your lesson for the purpose of changing.
- Instructors can only be responsible for registered swimmers during the time in which they participate in their swimming lesson. Parents/carers must be responsible for their swimmers and any accompanying children at all other times. This includes when in the changing facilities, when seated on the poolside before/after a lesson, and in the event that a swimmer needs to leave the pool during their lesson to use the toilet.
- Swimmers under the age of 8 years must be accompanied by a parent/carer in the changing facilities. You are required to use the changing facility which is correct to the gender of the accompanying parent/carer. *Eg. A 7 year old boy attending with Mum should change in the female changing facilities. A 6 year old girl with Dad must change in the male changing facilities.*
- In addition to the above, all visitors are required to follow the *Rules & Procedures* and *Swimmer Code of Conduct* at all times.

Our Staff & Lessons

Staff & ratios

- Our classes are taught by professional qualified ASA/STA swimming instructors. Where required staff attend additional training such as lifesaving and first aid.
- Each swimming lesson lasts for a duration of 30 minutes. During this time the teacher is allocated a maximum of 5 minutes to register and organise their class.
- Pupil to teacher ratios for group lessons are 4:1 for all preschool and non-swimmer classes and 6:1 for all beginner to advanced classes.
- Private lessons may be arranged on a 1:1 or 1:2 basis subject to availability

Swimmer Code of Conduct:

- Please leave at least one hour between eating and the start of your class.
- Please arrive 10 minutes before your swimming lesson begins. This will allow enough time to get changed and use the toilet before the start of your lesson.
- Swimwear should be appropriate for your swimming lessons - bikinis and long, loose fitting swimming shorts (below the knee) are not deemed as suitable.
- To prevent injury, all jewellery/watches/valuables should be removed prior to your swimming lesson. Swimming instructors can not be held accountable for any damage/loss of your personal items.
- A swimming hat must be worn at all times to prevent injury and promote good hygiene.
- Suitable swimming goggles are permitted and are worn at the swimmer's own risk. Please note that diving masks and glasses are not permitted to be worn in the water.
- Adults and children over the age of 8 years should change in the changing room suited to their gender.
- Any required medication should be accessible on poolside with a parent/carer.
- In the event that anyone's behaviour is considered to be disruptive, dangerous, in breach of pool rules or in breach of health and safety they may be removed from the lesson. In repeat or serious breach of conduct Let's Swim reserve the right to uninvite you from our sessions.
- Swimmers are also expected to adhere to the Pool Rules at all times, it may be useful to discuss these with your swimmer regularly.

Assessments

- Let's Swim follows the STA framework for assessing swimmers. For more information visit: <https://www.sta.co.uk/international-learn-to-swim-programme/>
- Swimmers are continuously assessed to ensure that they remain challenged and in the correct class suited to their ability.
- All swimmers are officially assessed against the STA Learn to swim award criteria along with distance awards on alternate terms.
- Swimmers who pass an award will be handed an award card to notify you of their achievement(s). Official STA badges and certificates can be purchased within a three week time frame towards the end of the term.
- We do not keep stock of certificates, therefore if the final order date is missed we cannot always guarantee you an award.

- Passing an assessment does not automatically qualify a swimmer to change class/grading. A swimmer's class/grading will depend on the completion of a number of different assessments.

Rules & Procedures

Facility rules

- **Parking** is not permitted in the venue car parks, these areas are for emergency service access only. Space is available for parking in the local area surrounding the facilities.
- **Pushchairs** are not permitted on the poolside for health and safety reasons.
- **Vehicles, bicycles, scooters and pushchairs** are left at the owners risk.
- **Footwear covers** are required when you see the footwear cover signs. Strictly no outdoor footwear is permitted in the changing room or on the poolside in this instance. Spectators are required to wear shoe covers, bring alternative poolside footwear (no flip flops), or to go barefoot.
- **Changing facilities** for adults and children over the age of 8 years should be the changing facilities suited to their gender. If there is a reason that you feel you/your swimmer should be exempt from this rule please discuss with us so that we can offer a suitable alternative option.
- **Valuable items** should not be left unattended at any time. Let's Swim and the Pool Operator are not responsible or liable for any loss, theft or damage to personal property left within the facilities.
- **Food and drink** is not permitted on the poolside; this includes chewing gum. A plastic water bottle or sports bottle filled with water is acceptable and hydration is encouraged. Drinks in glass bottles, cans and hot drinks are prohibited within the facilities for health and safety reasons. Please note that there is a strict nut free policy at our venues.
- **Filming, recording and photography** is prohibited in accordance with child protection procedures. Anyone seen breaking this rule will be challenged and could potentially be asked to leave the facilities. This includes use of mobile phones or smart devices.
- **Swimming hats** must be worn by swimmers at all times to promote safety and hygiene.
- **Absolutely NO RUNNING.** Please take caution when in the changing rooms and poolside, the floors can be slippery when wet.

Pool rules

- **No Running** - the floor surface is slippery when wet - always walk carefully to avoid injury.
- **No diving** - swimmers must not dive into the pool unless depth permits and under supervision and direction of their swimming instructor.
- **No ducking** - ducking someone under the water is dangerous and could lead to them choking on the water.
- **No bombing** - all entries to the water should be safe, controlled and supervised, bombing can cause serious harm to yourself and others.
- **No shouting** - unless you or someone else needs help or there is an emergency to get the attention of a teacher/lifesaver. Too much noise when there is no emergency can distract teachers/lifeguards/swimmers.
- **No pushing** - pushing is dangerous and can cause serious injury.

- **No acrobatics or gymnastics** - climbing on one another in the water can cause serious harm to either yourself or others.
- **No diving** - where you see the no diving sign - the water may be too shallow.

Absences & Cancelled Lessons

Group lesson absences:

- Absences caused by late arrival to lessons can not be accounted for. Swimmers will not be offered an extended swim and the lesson will finish at the agreed finish time.
- Let's Swim is unable to refund group lessons which have been missed due to swimmer absence. This includes absences due to medical and religious reasons.
- Providing that a minimum of 48 hours notice is given we will, subject to availability, endeavor to arrange an 'alternative lesson' for a maximum of three lessons in a term.
- In the event that an 'alternative lesson' is available it may be offered for a different day/time, venue and with a different teacher to your missed class.
- Any offer of an 'alternative lesson' must be arranged within the current term of which the swimmer was absent. These lessons are not transferable to the following term.
- 'Alternative lessons' are offered at the discretion of Let's Swim. In the event that we are unable to offer a suitable alternative, Let's Swim can not be held accountable.

Private lesson absences:

- Absences caused by late arrival to lessons can not be accounted for. Swimmers will not be offered an extended swim and the lesson will finish at the agreed finish time.
- In the event that a swimmer is unable to attend their lesson, we will, subject to availability, endeavor to arrange an alternative lesson for a maximum of three lessons in a term. We ask that you provide a minimum of 48 hours notice of absence to qualify.
- In the event that an alternative lesson is available it may be offered for a different day/time, venue and with a different teacher to your missed class.
- In the event that an alternative lesson is not available/convenient, we will offer a credit to the value of 50% of the cost of the missed lesson for up to three absences in a term.
- Credit accumulated due to absences can be redeemed against a booking for the following term. Should you choose not to rebook these credits are non-refundable.

Instructor absence:

- Let's Swim reserves the right to replace or change Swimming Instructors when necessary on a temporary or permanent basis and will always do their best to keep swimmers updated with regards to these changes.

Cancellation by Let's Swim:

- In the unusual event that Let's Swim should need to cancel a lesson, you will be notified at the earliest opportunity using the contact information provided on your Registration Form.
- If we are unable to offer an alternative lesson that is suitable and convenient to you, then a credit will be given to the value of the cancelled lesson. Your fees for the current term will not be amended.
- Any credit accumulated throughout a term will be carried forward onto your Priority Booking Invoice as a payment towards the following term.

- If you choose not to re-book, you must inform Let's Swim and the primary contact must request, in writing, for the credits to be refunded to the banking details of their choice within 3 weeks of their final lesson.

Medication & Emergencies

Medication

- Where medication is required for participants under the age of 18 years, it is the responsibility of their parent/carer to ensure that the required medication is accessible during their swimming lesson. All medication should be administered by a parent/carer.
- Where medication is required for participants aged 18 years and over, it is their responsibility to ensure that the medication they require is accessible during their swimming lesson. Please inform your swimming instructor of its location.

First aid emergency

- In the event that first aid needs to be administered, the 'casualty' will be removed from their class to be treated by a first aider. Where the instructor is the designate first aider, the rest of the class may have to sit out and wait depending on the nature of treatment.

Evacuation - Fire or other

- In the event of an emergency, the swimming pool may need to be evacuated.
- Swimmers under the supervision of an Instructor at the time of an emergency situation will remain with their Instructor unless their parents/carers are informed otherwise.
- Please remain calm and follow the instructions of staff during any emergency situation.
- In the event of a building evacuation (eg fire evacuation), swimmers will remain under the supervision of their Instructor. Everyone is expected to leave the building through the nearest fire exit. Do not stay behind to retrieve any belongings.
- If someone is injured in the event of an emergency, it is required by law that a record is made of the incident or accident. Let's Swim asks that you cooperate by supporting a member of staff to complete an Incident/Accident Form as accurately as possible.
- In the event that an emergency leads to a pool closure please refer to *Cancellation by Let's Swim* terms.

Complaints Procedure

We are committed to providing the highest standard of swimming lessons and customer service. If you have any concerns, feedback, or a complaint, we encourage you to contact us so that we can resolve the issue promptly. All complaints will be handled with confidentiality, and any personal information will be treated in accordance with data protection regulations (GDPR).

- **Submit your concern in writing via email at info@lets-swim.co.uk:**
Please provide a clear description of the issue, along with relevant details that will help us to address your concern.
- **Acknowledgment of Complaint:**
Upon receipt of your complaint, we will acknowledge it within 5 working days. In the acknowledgment, we will inform you of the process and timeline for resolution.

- **Investigation and Resolution:**

We aim to resolve all complaints as fairly and as quickly as possible. Depending on the nature of the complaint, we will investigate the issue and take appropriate action within 14 working days. If the investigation is likely to take longer, we will inform you at the nearest opportunity.

We value your feedback and are committed to improving our services. Thank you for bringing any concerns to our attention.

The information provided within these terms and conditions is correct from the date of publishing. Let's Swim reserve the right to review and update the above information to ensure that they are true and accurate therefore these terms and conditions are subject to change. Please refer back to these terms and conditions from time to time to refresh your understanding and to update yourself of any changes which may have been made.