

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:

- Prior to being offered a place with Let's Swim you will be required to complete a registration form. This form will contain information required for us to process your booking with Let's Swim. You must complete this form as accurately as possible and you must inform us of any changes by completing a new form.
- In the event that you are completing a form to update any medical information up to 72 hours prior to your lesson, please discuss your changes with your instructor before beginning your swimming lesson.
- For more information regarding how we process the information provided on your registration form please refer to our Privacy Statement at www.lets-swim.co.uk.

Bookings & Payment:

- Our swimming lessons are sold as a termly block booking. When making a booking you are committing to the duration of the term. The fees and term dates are outlined on the Booking Letter for both group and private lessons.
- When booking part way through a term your fees will be amended accordingly. You will only be invoiced for the remaining weeks in the term.
- To secure a space in one of our classes a minimum payment to the value of the first 5 lessons must be made. A booking is not secured without this payment.
- Payment of fees can be made in full or in two parts as a cash or cheque payment. All fees are payable in advance and are non refundable.
- When choosing to make a payment in two instalments all outstanding fees should be paid by the 'final payments date' outlined in the booking form.
- Late fees are those which have not been paid by the 'final payments date'. All late fees are subject to an administration charge of £5/ 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 - you could lose your place.

Rebooking

- Rebooking will take place towards the end of each term - usually within the last three or four weeks.
- At the start of the rebooking period you will be notified that a place has been reserved for your swimmer. Booking information will be distributed using the contact details provided on your registration form.
- Any spaces not secured with a 'first instalment' will be made available to swimmers on the waiting list and to new inquiries. 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.

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 as a payment towards the following term. If you choose not to re-book we will refund the credit by cheque in the name of a chosen recipient.
- 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.

Swimmer Absences:

Group Lesson Absences:

- Absence caused by late arrival to lesson 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 24 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:

- Absence caused by late arrival to lesson 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 24 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.

Duty of Care:

- A parent/carer must remain accessible and on premises for the full duration of the lesson.
- It is vital that the information provided on your Registration Form is both detailed and correct. In the event that any information may have changed you must inform Let's Swim at the nearest opportunity and submit a new Registration Form to update any previous information.
- It is the responsibility of the parent/carer to ensure that required medication is accessible. Any required medication should be administered by a parent/carer.
- Swimming Instructors are only responsible for Registered swimmers over the duration of their swimming lesson. Parents/carers are responsible for their swimmer and accompanying children at all other times. This includes on the poolside before and after a lesson, in the changing rooms and in the event that a swimmer leaves the water during their lesson to use the toilet.
- Children under the age of 8 years should be accompanied in the changing rooms and on poolside by their parent/carer at all times.
- Access to poolside is strictly forbidden without the presence of a fully trained lifesaver.
- The purpose of our Registration Form is to collect contact information, medical information and all other necessary information to provide a service which is both well communicated and safe for our swimmers and their parents/carers.

Class information:

- Our classes are taught by professional qualified ASA/STA swimming instructors. Our staff are DBS check and attend regular lifesaving and child protection training sessions.
- Each swimming lesson lasts for a duration of 30minutes. During this time the teacher is allocated a maximum of 5 minutes to register and organise their class.
- Pupil 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.

Assessments

- Let's Swim follow the STA framework for assessing swimmers. Information regarding the assessment criteria of STA awards can be found at: <https://www.sta.co.uk/international-learn-to-swim-programme/>
- Let's Swim Instructors are continuously assessing our swimmers 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 each alternate term.
- In the event that a swimmer passes an award they will be handed a Let's Swim award card. This is to notify you that they have passed. Official STA badges and certificates can be purchased within a three week time frame.
- 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 swimmers class/grading will depend on the completion of a number of different assessments.

Venue Policies:

- **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 an 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.

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 - see *Venue Policies*.
- 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 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 - see *Pool Rules*

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.

Emergencies

- In the event that first aid needs to be administered the 'casualty' will be removed from their class to be treated by a lifeguard. In the absence of a lifeguard a poolside helper or Instructor with first aid training will support with first aid this may mean the class will have to sit out and wait depending on the nature of treatment required.
- 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 the swimmer and parents/carers are informed otherwise.
- Please remain calm and follow the instructions of the Let's Swim 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 in the event of an emergency someone is injured it is required by law that a record is made of the incident or accident. Let's Swim ask 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.

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.