



**Important Information and Terms and Conditions - Children's and girls only lessons**

Welcome to Brooks Swim School! Please ensure you read this document so that your child(ren) has a safe and enjoyable swimming experience with us.

By signing the booking or re-enrolment form you agree to our terms and conditions (see below). Please note the information you provide on the form is stored according to guidelines in the Data Protection Act.

In this document 'Parent' refers to the adult responsible for the child during their swimming lesson.

**Our promise to you:**

- Once you have completed a booking form and paid your money, your child will be allocated a place. If we can't do this a full refund will be provided.
- We will always maintain a good ratio of adults to children in the water to maximise learning time and speed up progression.
- We will provide your child with a weekly 30 minute swimming lesson on the dates stated when booking and if we fail to run a lesson due to circumstances out of our control we will refund the cost of that lesson or offer you an alternative.
- We ensure that everyone we employ will be DBS checked, and as a Swim School we are fully insured.
- We will provide you with a progress report each term by email.
- We will do our absolute best to make your child's swimming experience a fun one; we want to share our passion for the water with your child. At the very least we will, over time, give your child the skills they need to stay safe in and around the water and we also hope to pass on a lifelong love of swimming to your child! To do this effectively your child needs to attend regularly- your child will make the best progress by coming each week.

## Important Information

- Arrive with enough time to get your child changed and on poolside a few minutes before the start of the lesson, especially if your child needs armbands.
- Ensure your child has been to the toilet before the lesson. If they need to go during the lesson you will be notified and are responsible for taking them and returning them safely to their lesson.
- Do not allow your child to eat in the hour before the lesson.
- If your child has had sickness or diarrhoea in the last 48 hours they must not swim.
- If your child has a cut or verruca, please ensure it is covered before they swim.
- Long hair needs to be tied back or a swim hat used. Swim wear should be correctly fitted and not loose, otherwise swimming becomes difficult. Jewellery shouldn't be worn in the pool.
- This is no food or chewing gum to be consumed on poolside or in the pool.
- Goggles can (but don't have to be) worn. If worn, goggles should be fitted correctly by the parent prior to the lesson.
- We always appreciate a text letting us know if you are unable to attend a lesson.

## Terms and Conditions

**By booking with us, you agree to adhere to the points below. Failure to comply could mean your place at Brooks Swim School is at risk.**

- If your child needs any medication, **including inhalers**, this must be brought to the pool in case it is needed.
- Parents are not allowed on poolside unless requested to be by Swim School staff.

- Parents must remain onsite during the lesson. Parents are responsible for the behaviour of any child they bring with them that is not participating in swimming lessons. Parents are responsible for their child before and after they are in the pool.
- Parents are responsible for their child's behaviour in the changing rooms.
- If a child does not follow the teacher's instructions and are putting themselves or other participants at risk, then they will initially be asked (after being given a verbal warning) to sit on the side for a short period of time. If they return to the lesson and are still unable to comply with the teachers instructions they will be asked to leave the lesson. Your support on this matter is greatly appreciated; please remember this is done for the safety of all children in the water.
- Parents need to have vacated the changing room 10 minutes after their lesson has finished, particularly if it is the last lesson of the day.
- Payment must be made up front to secure a place. A charge will be incurred if a cheque fails; this is to cover administrative costs.
- Money will not be refunded and a replacement or alternative lesson will not be offered if a child misses a lesson for any reason e.g. illness or holiday.
- If the pool has to close for unforeseen circumstances in the first instance a replacement lesson will be offered. If a replacement lesson cannot be arranged then a refund may be given.
- Refunds for the term will only be given in exceptional circumstances and are given at the discretion of the Swim School manager. An admin fee may be subtracted when providing a refund.
- If paying in 2 instalments (2 or more children only), you are required to pay the 2<sup>nd</sup> instalment by the deadline given. Failure to pay the instalment will mean you lose your places for the remainder of the term and the right to a place in any future blocks of lessons. In addition, failure to pay the instalment on time may mean you lose the right to pay in instalments for future terms.

Signed: *D.Brooks.*

Thank you for taking the time to read this document. The points raised are for the safety and enjoyment of your child, as well as ensuring customers are treated equally and fairly; therefore they need to be adhered to. We look forward to working with your child and hope they enjoy swimming with us. ☺

*Updated: June 2017*

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