



**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 Data Protection Act guidelines (see our Privacy Policy available on our website).

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

**Our promise to you:**

- You will be allocated a place when you have completed a booking form and made payment. If we can't do this a full refund will be provided. You must only book after speaking to us to confirm availability.
- We will provide your child with a weekly 30 minute swimming lesson on the dates stated when booking. If we are unable to do this for reasons beyond our control we will provide an alternative(see payment below).
- We will maintain a good ratio of adults to children in the water to maximise learning time and speed up progression.
- Brooks Swim School is fully insured and we ensure that everyone who works for us are qualified for the role they are in and are DBS checked.
- We will provide you with a progress report each term by email (please ensure the email address we have for you is up to date).
- 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. Over time we aim to 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.

## 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.**

### **SAFEGUARDING/YOUR CHILD'S SAFETY**

- If your child needs any medication, **including inhalers, this must be brought to the pool and be easily available in case it is needed.** Please inform a Brooks Swim School team member of its location.
- Parents are not permitted on poolside to watch the lessons unless requested to be by a Brooks Swim School team member.
- Parents must remain onsite and contactable during the lesson. Parents are responsible for their child before and after their lesson.
- Photography or filming of the lessons is not permitted. If you need a picture of your child at the pool (for homework etc) please ask as we can usually accommodate this.
- Parents must use the changing room appropriate to their gender- men should change children in the male changing room and women in the ladies changing room- regardless of the gender of the child. **If your child is over 8 they should be using the changing room appropriate to their gender- this may mean changing without a parent.** This is for safeguarding reasons and to protect the dignity of older children (and Brooks Swim School team members) getting changed.

### **BEHAVIOUR**

- Parents are responsible for their child's behaviour before and after their lesson including in the changing room.
- Parents are responsible for the behaviour of any child they bring with them who is not participating in swimming lessons.
- 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 teacher's 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.

## **PAYMENTS**

- Payment must be made up front to secure a place for the term. A charge will be incurred if a cheque fails; this is to cover administrative costs.
- If a child misses a lesson for any reason e.g. illness or holiday then payment for the missed lesson will not be refunded and a replacement or alternative lesson will not be offered.
- 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. We will always inform you of a cancelled lesson by text so please ensure the mobile number you give us is up to date.
- Refunds for the term will only be given in exceptional circumstances and are given at the discretion of the Brooks Swim School manager. An admin fee may be subtracted when providing a refund.
- If paying in 2 instalments you are required to pay the 2<sup>nd</sup> instalment by the deadline given. Failure to pay the instalment on time may mean you lose the right to pay in instalments for future terms. Failure to pay the instalment at all will mean you lose your places for the remainder of the term and the right to a place in any future terms, regardless of any previous payments.

## **Other Important / Useful Information**

- Please 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.
- There 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.

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. We look forward to working with your child and hope they enjoy swimming with us. ☺

*Updated: October 2019*

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