

**Important Information and Terms and Conditions including COVID-19 protocols**  
**– Children's 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 Data Protection Act guidelines (see our Privacy Policy on our website).

We have updated our Terms and Conditions to include COVID-19 protocols to ensure we run safely and following restrictions during the pandemic; it is a term of booking that parents/swimmers agree to adhere to these protocols also.

***If your child test positive for COVID-19 or is advised to self isolate, you MUST NOT attend the lesson.***

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

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

- Parents agree to follow our protocols to help ensure a Covid safe environment. These are updated and communicated to customers regularly and are based on the pools requirements as well as any Government and Swim England guidance.
- Any medication your child needs, including inhalers, must be brought to the pool, be easily available in case needed and a Brooks Swim School team member informed of its location on arrival.
- 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.

## **BEHAVIOUR**

- Parents are responsible for their child's behaviour before and after their lesson.
- 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, the Parent will be call and 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 block of lessons. 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, nor will a replacement or alternative lesson be offered.
- If the pool has to close for unforeseen circumstances then in the first instance a replacement lesson will be offered. If a replacement lesson cannot be arranged then a refund may be given dependent on individual circumstances. We will always inform you of a cancelled lesson by text so please ensure the mobile number we have for you is up to date.
- Refunds for the block of lessons 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 instalments you are required to pay by the deadline given. Failure to pay the instalment at all will mean you lose your place for the remainder of the block and the right to a place in any future blocks, regardless of any previous payments. Failure to pay the instalment on time may mean you lose the right to pay in instalments for future blocks.

## **Other Important / Useful Information**

- Ensure your child has been to the toilet before the lesson and ideally before leaving home. If they need to go during the lesson and are unable to go by themselves you will be notified and are responsible for taking them and returning them safely to us.
- 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 in the facility.
- 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.

## **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.
- 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 provide an alternative (see Payments above).
- We will maintain a good ratio of adults to children 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 regular progress report 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.

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: September 2021*

*Review Date: March 2022*