



Important Information and Terms and Conditions– 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.

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

By signing the booking or re-enrolment form you agree to our Terms and Conditions (below). Please note the information you provide on the form is stored according to Data Protection Act guidelines (see Privacy Policy on our website).

Our promise to you:

- You will be allocated a place when you have completed a booking/reenrollment 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 section).
- Brooks Swim School Ltd is fully insured and ensures that everyone who works for us are suitably qualified and DBS checked.

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.

YOUR CHILD'S SAFETY AND SAFEGUARDING

- Information about medical conditions and medication should be provided to Brooks Swim School Ltd when booking.
- Any medication your child needs, including inhalers, must be brought to the pool for each lesson, 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 sat (after being given a verbal warning) 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 called and the child will have to leave the lesson. 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 of lessons.
- 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 term of lessons will only be given in exceptional circumstances and are given at the discretion of Brooks Swim School Ltd. 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 do so may mean you lose the right to pay in instalments in future terms. If you do not pay the instalment at all you will lose your place.

Other Important / Useful Information

- Ensure your child has been to the toilet before the lesson. If they need to use the toilet during the lesson and are unable to do this 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 any vomiting 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, as this makes swimming more 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 prior to the lesson.
- We always appreciate a text letting us know if you are unable to attend a lesson.

Thank you in advance for adhering to the points raised; these are for the safety and enjoyment of your child, as well as the fair treatment of our customers. We look forward to working with your child and hope they enjoy swimming with us. ☺

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