

## Terms and Conditions

Welcome to Surrey Swim School

We provide high quality, safe and structured swimming lessons in small groups or 1-1s. Swimmers progress through our swimming lessons, having fun as they learn to swim and receive a progress report indicating achievements each term. Our teaching structure recognises that everybody will learn to swim at a different rate and we set out to ensure that every swimmer is truly competent.

It is important that all members of Surrey Swim School agree to and adhere to our Terms and Conditions which are detailed below. Your agreement with Surrey Swim School will be effective when booking with the swim school. This booking may have been made through e-mail, in writing or over the telephone.

### Bookings and Payment

Payment is required in full to secure your/your child's place on a course before the commencement of lessons. Places are available on a first-come, first-serve basis and we are unable to reserve spaces without payment due to the high demand for lessons. You are, therefore, advised to enrol and re-enrol promptly.

When the original booking is made a lesson day and time will be allocated for the term. This time cannot be guaranteed each term but if the day cannot be accommodated, you will be contacted to try and make a mutually convenient time,

If you are wishing to change the location/day/time, please e-mail/phone the office on 01737 211160 or [info@surreyswimschool.co.uk](mailto:info@surreyswimschool.co.uk) and we will endeavour to do our best to comply with the request but this cannot be guaranteed.

Surrey Swim School swimmers have priority regarding re-enrolment for a new term and payment needs to be made to secure a place. Enrolment is usually the last week of term and invoices will be sent on the penultimate week either via e-mail or post. Payments must be made by the due date or your place will be offered to new swimmers on our waiting list and new enquiries.

Payment can be made by Direct Debit/cash/cheques made payable to Surrey Swim School Ltd

We require all parents and swimmers to agree and adhere to the Surrey Swim School's Terms and Conditions.

### Cancellations

All requests to cancel membership must be made in writing and supported by medical evidence if applicable.

No refund will be given after the start of the term.

Refunds and credits will not be given if your child refuses to get into the water.

Any cancellations due to power cuts, adverse weather or disasters will not be refundable, as these are out of our control.

In the event of exceptional circumstances, a refund may be granted even if the term has commenced, however, evidence such as a doctor's letter may be requested – this is entirely at the discretion of Surrey Swim School.

Surrey Swim School reserves the right to change or cancel sessions at any time. Arrangements to reschedule will be made where possible, if not, credits will be given.

Should you take a holiday during the term, you will still be charged for the term. Your place will, of course, be retained on the course for that term.

## **Staff**

All instructors are qualified and insured swimming teachers with the relevant British Swimming/STA (Swimming Teaching Association) qualifications.

Our swimming groups have up to six swimmers and the time allotted for a lesson is 30 minutes and 45/60 minutes for the more advanced swimmers.

A degree of some physical contact with your child is unavoidable and all staff adhere to Child Protection procedures and are DBS checked regularly.

Surrey Swim School have the right to replace teachers or courses where it is unavoidable.

If a teacher is unwell or cannot attend a session, Surrey Swim School will endeavour to provide a cover teacher.

## **Supervision**

All users of our pools are to adhere to the rules of each venue.

Swimmers will be met in the Banstead Prep School car park 10 minutes before their lessons and a member of Surrey Swim School staff will accompany them to the swimming pool, at the swimming pool fire exit door at St John's School and on poolside at the Priory School

Before going to the pool, a member of Surrey Swim School staff will take each swimmers' temperature

A hand sanitiser will be used on entry and exit to the swimming pool

Swimmers will be 'beach ready' with their swimsuits on under their clothing (changing rooms are unavailable)

When the lesson has finished, swimmers will towel dry on poolside, keeping their swimsuit on. We suggest swimmers dress in suitable warm clothing including a Onesie, Swimsie, dry-robe and a coat during colder weather. Boys will find close fitting swim shorts such as 'Speedo' more comfortable to wear after swimming than baggy shorts

A member of Surrey Swim School staff will accompany the swimmers back to the pick up points at Banstead Prep School and St John's School.

Swimming hat and goggles need to be put on by the swimmer

On poolside, personal items can be kept in a basket (one per swimmer)

A toilet will be available if needed and a member of Surrey Swim School staff will accompany the swimmer, waiting outside the toilet area

Social distancing will be maintained throughout the session

Swimmers will need their own equipment – a woggle/noodle and two small floats (approx. 295 x 200mm) for up to Stage 6 and a kickboard and pull buoy for Stage 7 and above.

## **Behaviour, Conduct and Exclusions**

Swimmers should not eat for at least 30 minutes prior to swimming.

Swimmers must not enter the pool until instructed by the swimming teacher.

Appropriate swimwear should be worn with swimming shorts above the knee.

Spectacles should be removed for swimming to avoid injury and prescription goggles can be used if necessary.

Please note that Surrey Swim School only hires the pool area and toilet facilities

The following behaviour is not allowed on poolside: running, diving (unless instructed by the swimming teacher), ducking, fighting, bombing, shouting and throwing items. A warning will be given for any of these behaviours, and if this still persists you will be asked to leave.

No jewellery is to be worn during lessons including earrings in newly pierced ears and no refunds will be made during the initial period of piercing.

Swimming hats are mandatory at Banstead Prep School and recommended elsewhere with long hair being tied back.

Surrey Swim School expects acceptable behaviour from all swimmers, parents, guardians, and we reserve the right to exclude anyone who fails to maintain this standard. Every one of our swimmers, teachers, other members of staff, parents and guardians deserve to be treated with respect, regardless of their age, gender, racial origin, disability, religious beliefs, sexual orientation, economic background, or level of ability.

We do not tolerate discrimination or bullying of any kind. Any verbal or physical act of aggression made by anyone towards a member of staff, swimmer, parent or guardian will result in the exclusion of this person from the swim school. If the matter is deemed serious enough, the relevant authorities i.e. the police may be contacted.

### **Medical Information and Illness**

If a swimmer has any COVID-19 symptoms i.e., a high temperature, a new, continuous cough or loss or change of sense of smell or taste, Surrey Swim School must be informed at [info@surreyswimschool.co.uk](mailto:info@surreyswimschool.co.uk) or 01737 211160 and not attend the lesson.

Medical conditions must be disclosed to Surrey Swim School regarding yourself, your child or any guardian who is attending swimming lessons with your child. All information received is treated in confidence and with sensitivity.

Once the booking form has been completed with Surrey Swim School, you have accepted these terms and conditions. If you have answered 'yes' regarding any medical conditions check with your doctor that there is no issue for yourself or your child to swim. Medical conditions must be disclosed to Surrey Swim School.

Swimmers should not attend if they are unwell and for health and safety reasons we recommend that swimmers do not attend if they have coughs, colds and sinusitis, ear infections, stomach upset, and infectious disease i.e. chickenpox, conjunctivitis, impetigo. For gastric problems swimmers should not swim for at least 2 weeks after the last attack. Refunds are not given to lessons missed due to illness.

Swimmers undertake all activities at their own risk and the swim school have not and cannot make any representation or guarantee that attending the venue or participating in swimming is free from risk.

### **Pool Safety and Closures**

In the event of an emergency the swimming teacher/s will follow the EAP (Emergency Action Plan) of that venue. If it is necessary to clear the pool, then swimmers will remain on poolside with their teacher. If the whole pool area needs to be evacuated, the evacuation will be led by the teachers to the assembly point.

Pool closures do occur occasionally at short notice and we notify swimmers, parents/guardians via text and email, so please keep us up-dated with your mobile number and e-mail address.

Refunds will only be issued in the event of cancellation of lessons by Surrey Swim School.

### **Lost Property**

Surrey Swim School does not accept responsibility for any damage or loss of property left on the premises.

### **Complaints**

Surrey Swim Schools always aim to provide a high standard of care for all our swim school members. Their views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy

with any of our services, it is important that you let us know. If you have a concern, please write your phone number and name in the poolside diary and the office will contact you. You may be asked to write a statement of events via e-mail or by letter.

A copy of the Complaint Procedure can be requested from the Surrey Swim School office on 01737 211160 or by e-mail at [info@surreyswimschool.co.uk](mailto:info@surreyswimschool.co.uk)

### **Child Protection**

Every member of Surrey Swim School and Surrey Swim School staff have a duty to act if they suspect a child may be suffering from abuse or if a swimmer, parent or guardian makes a disclosure about abuse. Any concerns about a child or vulnerable adult in the swim school should be sent to [info@surreyswimschool.co.uk](mailto:info@surreyswimschool.co.uk) which will be received by the Director of Surrey Swim School.

### **Photography**

No photos are to be taken of any children including photos taken on mobile phones.

### **Data Protection**

Parents, guardians and swimmers give their consent to Surrey Swim School processing personal data collected through the enrolment/re enrolment process. Data will not be sent to any third parties. For more information, please see our Privacy Policy at [www.surreyswimschool.co.uk](http://www.surreyswimschool.co.uk).

### **Changes to Terms and Conditions**

While we do operate as transparently as possible, it is sometimes not possible to notify clients about changes to our operating policies. As such, Surrey Swim School reserves the right to change these terms and conditions without notice.

These terms and conditions are correct at the time of publication

### **Contact Us**

Please do not hesitate to contact us if you have any queries on 01737 211160 or [info@surreyswimschool.co.uk](mailto:info@surreyswimschool.co.uk)