

## Term & Conditions

### Aquateach Swim School.

#### Terms and Conditions - 1<sup>st</sup> September 2020

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##### General Rules:

**Please do not arrive more than 5 minutes prior to the lesson.** Swimmers should not eat for at least one hour prior to swimming.

Food and drink is not permitted in the pool area or changing rooms

Children must go to the toilet before they enter the water as this helps to keep the pool clean and maximises their learning time.

Swimming hat must be worn by all children. Goggles may be worn.

Boys-swim shorts must be above the knee. Girls - one piece swimsuits should be worn.

Children must not run or act inappropriately once within the pool building. We will not be responsible for any injury/accident caused as a result of children and/or parents failing to abide by these rules.

##### Re-enrolment:

Swimmers already having lessons with AquaTeach Swim School will have priority on places provided they re-book & pay on time. Re-bookings will be done in the second half of each term. All other places are booked on a first come first served basis.

##### Pool Closures:

Pool closures happen on rare occasions, making it necessary to cancel lessons.

If it is possible we will make up these lessons during the term or half term break of such cancellation, although this is not guaranteed and shall be dependent on teacher and pool availability.

If a pool is closed due to a fault on our part then a deduction of the cost of that lesson from your next enrolment will be offered if lessons cannot be rescheduled as above.

If you are not re enrolling for the following term then we are unable to refund any lessons, or transfer to a sibling, offered above.

##### Sickness:

If your child is sick, has a heavy cold, sinusitis or an ear infection, they are requested not to swim. Refunds or credits are not given for sickness.

Anyone showing signs of Covid-19 will be asked to leave the facilities immediately including a high temperature.

If there are any signs of stomach upset and/ or sickness you are required to wait 48hrs until you swim with us.

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Aquateach will endeavour to be flexible in its allocation of time slots. However, it may not always be possible to book or re-book your first choice. The group that the child is placed in will be at the teacher's discretion.

If we do not receive your payment by the due date, as advertised, then your child's place may be allocated to another.

### **Holidays:**

If you wish to take a holiday during the term, you will still be charged for the full term. You will of course then retain your place on the course for that term.

### **Cancellations:**

Refunds/Credits are not given if your child refuses to get into the water or you change your mind.

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

### **Photography/Video**

Please be aware that for reasons of child protection photography/videoing on the pool premises is not permitted. This includes cameras, mobile phones, tablets or any other image capturing device.

If a swimmer has broken a limb, requires an operation or has been given a medical reason why they cannot attend the remaining lessons, then we will consider transferring the lessons to the next term, or offering extra lessons if we can accommodate this.

This is subject to a doctor's note being received.

Only the number of weeks remaining from the term will be held and carried over and the weeks cannot be backdated for missed lessons.

### **Our Guarantee:**

We guarantee to provide safe, quality swimming lessons that build confidence and ability, using qualified swimming teachers at all times.

A qualified teacher leads each small class of up to 5 children. However, there may be exceptional times when the number of children exceed this number, but is always within the guidelines of the Amateur Swimming Association. The teacher is also subject to change without notice.

If you have any issues you would like to raise in relation to your child's lessons, please contact the office straight away, as it will be more difficult to address these if you leave it until the end of term.

### **Parental Responsibilities:**

Parents are responsible for their children in the changing area. Children are not AquaTeach Swim School's responsibility until the child steps into the pool. During lessons parents must

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not interrupt or communicate with the teacher, distract the pupils or approach the poolside, unless it is a matter of health and safety, as you may endanger the safety of the pupils and other pool users. Parents should remain in the pool building when their child(ren) is/are swimming

**Liabilities:**

AquaTeach Swim School is not liable for any damage or loss to property whilst in the premises (whether being worn or left in the pool/changing rooms) or within the grounds/car park of the premises.

AquaTeach Swim School will not accept any liability for any accident or injury (including any fatality) to any parent, child, guest or visitor that may occur on the premises or within the grounds/car park of the premises, other than liability which may arise from the negligence of AquaTeach Swim School or its staff.

Any such incidents must be reported to AquaTeach Swim School immediately.

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