



Terms and Conditions for Let's Dive in! Swim school

Any queries should be directed to Karen Woolland by phone on 07966 937 101 or by email info@letsdivein.co.uk

Teaching

Class bookings are for a swimmer at a certain venue, time and stage. We cannot guarantee a specific teacher.

Assessments

Swimmers will be assessed throughout the term to evaluate the stage that each child has reached against the Swim England (SE) National Plan for Teaching Swimming (NPTS).

Certificates will be given once a term and these are included as part of the overall lesson fees. Those joining midterm may be charged for Certificates. Certificates are not awarded in adult sessions. If swimmers do not meet the required criteria then an alternative may be issued. All teachers will ensure that swimmers are given the appropriate opportunities to gain these certifications.

Photography and Social Media

Personal photography or video is prohibited for safeguarding reasons and must not be undertaken under ANY circumstances. No use of technology which has a camera is allowed on poolside at Newlands or Holiday Inn health club swimming pools as part of their safeguarding requirements.

On occasion Let's Dive In! (LDI) staff may wish to use video footage as visual feedback to swimmers. This will be agreed in advance with parents/guardians and swimmer, recorded on LDI devices (not personal teacher's devices) and deleted after the session.

LDI may wish to use a photo or image for our newsletter or website or Facebook page. All use of such images will be in accordance with Swim England photography and filming guidance and organisational privacy policy. LDI will take all reasonable steps to ensure images and any footage is being used solely for their intended purpose and not kept for any longer than necessary for that purpose.

Equipment

Health and Safety in all of our venues requires that all children with bobbed or longer hair wear swimming hats. Hats can be purchased from LDI before the lessons. Children should also wear appropriate swimming costumes. One or two piece costumes for girls and swim shorts for boys. Rash tops or UV suits are also permitted. Any child under the age of 3 or not toilet trained must wear a recognised swimming nappy to avoid soiling the pool.

Venue / Changing Rooms

All swimmers and spectators must use the facilities with respect and care and leave the venue as they would wish to find it. If any individual is found in breach of these requirements, they may not be invited back to future sessions.

All swimmers must be responsible for any personal belongings. Where individual changing rooms are provided, we ask that you do NOT reserve changing rooms until your child has finished their lesson and is ready to get changed. This will allow other swimmers to use the changing facilities and keeps your property safe. LDI cannot be held responsible for any lost or damaged items.

All swimmers aged 8 and above MUST change independently in the changing rooms (and in the relevant gender changing rooms if provided) and not on poolside. All adults must also use the relevant gender changing room. These policies are in line with guidance from Swim England.

Newlands and Holiday Inn sports club changing room policy

At these venues separate male and female changing rooms are provided. Our safeguarding policy advises that all children of 8 and over, use gender appropriate changing rooms and all adults must also use the relevant gender changing room.

Claire's Court Girls School changing room policy

Swimmers must not stand on benches and look over or around the cubicle walls. Parents should not go into the cubicles. All swimmers aged 8 upwards should change independently. Adults swimming at the venue should use the cubicles at the far end of the changing block.

Footwear

No footwear that has been worn outside is permitted on poolside, therefore please ensure that shoes are removed or clean overshoes are worn before entering the swimming pool area.

Food and Drink

Apart from water bottles there is a strict no food and drink policy in the swimming pool area and adjacent waiting areas, unless they are designated food/drink areas.

Poor behaviour

LDI reserves the right to exclude any swimmer whose behaviour is disruptive, dangerous or disrespectful towards peers or teaching staff. This includes poor behaviour in a swimming lesson and at the facility before or after lessons.

Where necessary and for the safety of all pupils in a session, pupils may be asked to sit out of a particular activity or temporarily leave the lesson due to poor behavior.

LDI procedure for inappropriate behaviour will take the form of warnings as detailed below and advised directly to parents/guardians:

1. A verbal warning
2. A written/email warning
3. Exclusion from LDI swimming provision

Safeguarding concerns

Any safeguarding concerns should be addressed to our Welfare Officer; Steve Woolland either by phone; 07587 176 599 or by email steve@wctd.co.uk. Details of our Safeguarding policy; Wave Power which is adopted from the Swim England Policy can be found on our website.

Alternatively, if you have a concern about a child you can contact Swimline on: 0808 1004001

Parents/Guardians Responsibilities

- are responsible for their child/children until the teacher takes the register for the class.
- are responsible from the time the teacher dismisses the class and must be ready to collect their swimmer.
- should not leave the building during a pre-school or stage 2 or below session or if your swimmer is 7 years or younger especially if they need to go the toilet in a session.
- ensure that their child/children visit the toilet before the start of the lesson.
- ensure their swimmer has all the correct equipment for their session i.e. hat, goggles, fins, water bottle.
- children must NOT attend lessons if they are unwell, especially with a stomach upset.
- no member of the family should attend if they have any symptoms of COVID-19 and should follow Public Health England advice.
- children should not consume food at least an hour before the lesson starts.
- any child that suspects that they have a verruca must ensure that they wear a protective sock; a normal sock is sufficient.
- ensure that their child does not wear any jewellery/watches as this can be dangerous for themselves and others.
- be aware of our safeguarding policy and the policies of our venues and adhere to these policies at all times.
- swim Squad, synchro squad and Aquatic Skills swimmers are permitted to be dropped off and picked up, however parents/guardians must hand over their swimmers to the teacher on poolside and be back on poolside 5 minutes before the end of the lesson to collect their swimmer.

Code of conduct

- We ask that all swimmers and parents use the facilities with respect and care.
- If your child or any family member has been ill with sickness or diarrhoea they MUST be 48 hours clear before swimming or attending the pool area, even in the case of family members who are not swimming.
- Shoes must be removed or overshoes worn before entering on to poolside.
- No food, glassware or crockery is allowed within the pool premises.
- Customers should only access the swimming pool and toilets allocated; under no circumstances should any person access any other areas of the premises. Anyone found away from the designated areas may be asked by the premises owner to leave immediately.
- No photography is allowed.
- Each venue has their own safeguarding policy that swimmers and parents/guardians must adhere to. This includes the use of electronic equipment.

- Parents must take responsibility for all children they bring on site. Do not allow children access to playing fields, hard surface area or playground at any time. Adults must keep all children in their care safe and quiet.
- Swim caps must be worn for swimmers with long hair.

COVID-19 additional policy requirements

Changes to 'return to swimming' activities during the summer 2020 social distancing sessions

- Swimmers will be required to turn up to lessons in their swim wear as changing rooms will not be available
- Use of the toilet is only for emergencies
- Only pool shoes on poolside
- Parents/guardians to hand over their swimmer to the teacher at the start of their lesson then return just before the end of their session to collect.
- Swimmers for the next session will be advised where to wait
- All swimmers and their parents and guardians are to adhere to the Public England guidelines and social distancing requirements.

Refunds and Cancellations

If I miss a lesson.

Let's Dive In (LDI) is under no obligation to refund money in the event that you are unable to attend part or the entire course of lessons as the running costs for these sessions will still remain. We will try to offer an alternative for missed lessons on a case by case basis and if a suitable space is available.

If Let's Dive In or the Pool Operator have to close the pool

In the instance that your lesson(s) are cancelled for any reason we will aim to reschedule your lesson(s). This may be at a different venue, day or time. A credit may be given at our discretion if you are unable to make the rescheduled date. If we are unable to reschedule, we will issue a credit against the next course of lessons.

If a swimmer decides not to continue, refunds are offered entirely at LDIs discretion. An administration charge per swimmer will be deducted.

Pools may need to close due to adverse weather conditions, incorrect chemical balance or other reason. LDI may be able to provide prior warning in these instances. However there may be instances when the pool will need to be closed with no warning for example pool contamination. LDI will send text messages where possible to advise of the urgent cancellation of the lesson. Please make sure all contact details are up to date on the client portal.

If I no longer want lessons.

LDI is under no obligation to refund course fees. Should LDI decide to refund, then the remaining fees will be refunded minus an administration fee per swimmer.

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