

Learning4Life Swim School – Terms and Conditions (March 24)

Payments/enrolments

All payments must be made in advance for the term's swimming lessons. Details of re-enrolment dates will be advised on a half-termly basis.

By making payment and agreeing to the terms and conditions parents/guardians give their permission for their child to participate in the lesson.

Failure to re-enrol your child may result in the loss of their place on the next term's swimming lessons. Whilst every effort will then be made to ensure your child can carry on with lessons he/she may have to be placed on the waiting list to await another suitable space.

Payments per half-term will vary depending on the length of the school term. These are published in the Swim School information leaflet, located on poolside or via the website www.learning4life.co.uk

Please be aware that in order to progress to the next level, your child may be required to move to a class on a different time/day/teacher.

Whilst we try to accommodate requests from parents, we are unable to guarantee specific teachers for your child's class. Due to staff sickness, we may have to operate with a cover teacher to keep classes running. We are unable to provide prior notice of any staffing changes due to this sometimes-occurring last minute.

Unfortunately, any groups with insufficient numbers may need to be reallocated to alternative classes.

We do not allow 'make up' sessions should you be unable to attend your lesson one week due to a party or school disco, for example.

Refund Policy

There is no entitlement to any refunds or credits for lessons not attended and are not available under normal circumstances (this includes covid).

If we determine that there is insufficient support for a lesson, if the pool facility is closed due to a breakdown in pool plant or there are elements outside of our control e.g. adverse weather, that means we need to close for a period of time, a credit will be added to your child's account and can be deducted from the following payment for lessons.

Long term illnesses/broken limbs – credits will only be applicable with a supporting medical note from the hospital/GP. Any requests for credits due to long term illness/broken limbs should be emailed to studentservices@learning4life.co.uk along with supporting medical evidence. Alternatively, please contact the main office on 01384 816043 and the staff will be able to help with this.

Badges

Badges will be taken at the teacher's discretion. Parents/guardians will be advised when their child has completed a badge via email. Details on how to purchase these will be contained within this email.

Distance Badges beyond 200 metres are **not** included in the normal programme; additional sessions will be advised for these awards.

Medical Information

Parents/guardians must inform Learning4Life of any medical or behaviour issues which may affect their child's learning at the time of booking and during their time at the Swim School.

By agreeing to the terms and conditions parents/guardians give their permission for their child to participate in the lesson and in the event of any illness/accident; for any necessary treatment to be administered to their child by an appropriately trained person. If at any time their child's medical information changes, it is the responsibility of the parents/guardians to inform Learning4Life as soon as possible.

If Children are sent home from school or not feeling well, they should not attend swimming. Sickness and diarrhoea can be contagious and easily spread in water so please don't attend swimming until they are back at school.

If your child has chicken pox, please refrain from swimming lessons until all scabs have fallen off (if this is longer than a 3-week period please refer to the long-term illness section in our refund policy).

Safety regulations

Changing Rooms – If accompanying a child under the age of 8 into a changing room the correct changing room appropriate to the gender of the parent/guardian **MUST** be used.

All children over the age of 8 must use the changing rooms appropriate to **their** own gender.

Parents/guardians should enquire with Swim School reception should they require private changing facilities for their child.

Parents/guardians are responsible for the supervision of their child in the changing rooms and pool waiting areas.

All jewellery must be removed from swimmers prior to their lesson commencing. Hair must be tied back or a cap worn for the lesson.

The use of goggles is not generally advised. However, where parents/guardians require their use they are responsible for advising the child of the risks involved in using goggles. Parents/guardians should assist their child in putting on/removing goggles if required. For certain activities teachers may require their removal.

Learning4Life does not recommend children to wear prescription glasses whilst in the water due to health and safety reasons. Parents/guardians should be aware of the risk carried with wearing glasses in the water (glass shattering, being accidentally caught by another swimmer etc) and take full responsibility if the decision is made for glasses to be worn. It is preferable for swimmers to wear prescription goggles (when glasses are to be worn on a permanent basis), wear elastic eyeglass holders or wear large goggles which are designed to fit over the glasses. Further advice can be sought from the main office by telephoning 01384 816043.

The fire alarm is a continuous alarm noise. If it activates during the lesson swimmers will exit the pool under the control of the teachers and be taken to the designated fire assembly point. Parents/guardians are required to exit via the nearest emergency exit. Parents/guardians/spectators should not re-enter the changing rooms to collect belongings. A register will be taken to account for all swimmers in the pool. Parents are advised to remain on site until this task has been completed by teaching staff.

Swim Wear

Male Swimmers –

Male participants should wear traditional swimming trunks (speedo or similar) or, long trunks may be worn (similar to cycling shorts). Wet suit style, all in one suits may also be worn. Wearing of board shorts is not permitted.

Female Swimmers –

Female participants should wear one-piece costumes. Wet suit style, all in one suits may also be worn.

Certain items of clothing may be permissible due to medical/faith/cultural reasons. This should be agreed with the Learning4Life office prior to attendance in lessons.

Poolside Etiquette

Children are NOT allowed to run around the poolside and must be still and quiet whilst waiting for the lesson to start.

Children who display disruptive tendencies in the lessons can greatly affect the other children and may be asked to leave as:-

- It distracts other children from listening & learning
- It is dangerous for themselves and for others
- Rudeness and bad language will not be tolerated.

If a child continues to be disruptive, even after the teacher has pointed out that their behaviour is not acceptable, the child will be removed from the lesson and will not be allowed to return unless the parent/guardian can guarantee their behaviour. In these instances no refund of monies paid will be given.

If you have any issues with the lessons please telephone the main office on 01384 816043.

Due to limited space, spectators are limited to one person per child. Parents/guardians are encouraged to stay in the waiting area outside the pool.

Pushchairs must not be brought into the waiting area and pool.

Hygiene

Make sure your child uses the toilet before the lesson commences. Please ensure your child showers after the lesson.

In order to gain entry to the poolside, spectators need to remove their shoes and enter poolside barefoot or bring a pair of flip flops.

Swimming Levels

The Swim School follows the Swimming Teachers Association International Learn to Swim Programme and works through differing levels ranging from Pre Beginners (non-swimmers from age 4) to advanced stamina and speed sessions. The Swim School also offers Rookie Lifeguard (min age 8yrs) and National Lifesaving Academy (min age 12yrs) to children wishing to develop skills in lifesaving and water safety. These awards are accredited through the Royal Lifesaving Society.

Pupils may be asked to use the full depth of water (1.8m) in practice situations. Please advise us if this is not suitable for your child.

Pre-Beginners and Beginners classes will operate in shallow water, Improvers – Advanced level will operate in deep water. This will also include Rookie Lifeguard and National Lifesaving Academy.

Child Protection

In order to comply with Dudley MBC's Child Protection Policy, which lays out the guidelines for people working in Sport within Dudley MBC and to protect the people who visit the Swim School, the following applies:

- NO photographs, still or video may be taken of children in the building
- Please switch off all mobile phones whilst on the premises due to the advent of picture/video phones
- No tablets or other electronic items (including Kindles or children gaming devices) allowed in the waiting area or on poolside (excluding staff equipment only)

General Information

Parking and property brought onto The Wordsley School site is at the owner's risk. Learning4Life and The Wordsley School do not accept responsibility for loss or damage to property.

Smoking and vaping is not permitted throughout the building & on the school site.

Suggestions, compliments and complaints are always listened to and valued. Please contact the main office or speak to Swim School reception.

Arriving at the pool & Changing rooms

- Swimmers are required to arrive "beach ready" with swimwear already on underneath easily removable clothing, no earlier than 10 minutes before the start of their class
- Parents and swimmers are asked to wear flip flops to the pool.
- Changing rooms will be available before and after lessons.
- There will be no member of Learning4Life staff in the changing rooms so swimmers getting changed on their own must be responsible.
- Users should vacate the changing room as quickly as possible

- There will be 9 swimmers maximum per shallow end class and 7 maximum in the deep end, each with one parent/guardian in the changing room. Children aged 8 and over MUST get changed in their own sex changing room for safeguarding reasons.

Swimming Lessons

- There will be two classes in the pool with a maximum of 9 swimmers per group in the shallow end, and 7 deep end. Classes will be 28 minutes in duration (58 minutes for Advanced and National Lifesaving Academy)
- One teacher and one Pool Assistant will be in the water (shallow end) for Pre Beginner and Beginner lessons. The teacher stationed in the deep end will be poolside.
- Unfortunately, due to the tight turnaround of classes, communication between parents and teachers is limited. Progress records will be updated on the home portal, but if you do have any questions, the swim school receptionists can always help if they are free. Alternatively, please contact the main office and a member of the Student Services team will be able to help.
- Spectators are allowed on to the poolside for both shallow and deep end classes provided that there is room to sit on the bench.
- Children will be called into the pool, buoyancy aids put on children who require them, and registers taken, parents will be called in to view a few minutes later once the children are all in their classes.
- Whilst we try to accommodate requests from parents, we are unable to guarantee specific teachers for your child's class. Due to staff sickness, we may have to operate with a cover teacher to keep classes running. We are unable to provide prior notices of any staffing changes due to this sometimes occurring last minute.