



## **Hampton Pool Swimming Lesson Terms and Conditions**

### **1. Teaching Policies, Procedures and Parental Responsibilities**

1.1 All Hampton Pool Swimming Teachers are Swim England/STA qualified and have the relevant DBS checks before they are allowed to teach.

1.2 Swimming Teachers will take responsibility for pupils during their swimming lessons, and parents /guardians are required to remain on the premises so that if required the parent / guardian can deal with toilet breaks or any behavioural issues. Hampton Pool staff will NOT take pupils to the toilet.

1.3 Parents/guardians must remain on the premises whilst the pupil is attending their swimming lesson. This is imperative in case of the unlikely event of a medical emergency, building evacuation or other emergency situation. It is the parent/guardian's responsibility to supervise/watch their child get to and from their lesson area ensuring a prompt pick up at the end of the lesson. Pupils must be collected promptly at the end of the lesson.

1.4 Parents/guardians must never distract the teacher during a lesson and should direct all communication through the reception staff or Swim teacher Co-ordinator (if available). Parents/guardians should not speak with a teacher during the period that lessons are in progress as it is dangerous and will distract the teacher from the supervision of the pupils in their lesson.

1.5 Pupils can be refused entry to the lesson if they are more than 5 minutes late for a class, as it disrupts the lesson for the other pupils.

1.6 It is strongly recommended that children wear their hats to lessons. This may not be suitable for those with some medical conditions.

### **2. Pupil Illness**

2.1 If your child is unwell, we recommend that you do not bring them to their swimming lesson.

2.2 If your child has been ill with diarrhoea, they should not attend their lesson. To protect others, they should not swim for at least a week after it has completely cleared up.

2.3 All medical conditions must be reported to reception at the time of registering or upon diagnosis.

### **3. Swimming Lesson Programme**

3.1 The majority of our Learn to swim programme classes are held over a 30-minute timeslot which includes time to take registers and assessments.

3.2 Pupil to Teacher ratios are developed in line with Swim England Guidelines.

3.3 Hampton Pool reserves the right to combine classes as short notice if necessary.



#### **4. Swimming Lesson Dress Code & Hygiene**

4.1 All children should wear appropriate fitting costumes/trunks and shorts specifically designed for swimming. Baggy costumes/trunks can hamper movement.

4.2 No jewellery should be worn during a swimming lesson. Religious or medical bracelets are allowed but should not distract the swimmer from their lesson.

4.3 The use of goggles is recommended but pupils will be asked to remove them if they are providing a distraction and when performing certain skills (unless there is a medical reason for goggles to be worn).

4.4 All swimmers should shower before their lesson. Please ensure that all hair gel/body lotions etc. are removed. This will help to keep the water clean. Make sure your child uses the toilet before the lesson commences. Please recommend your child showers after the lesson.

#### **5. Pupil Progression**

5.1 All pupils on the 'learn to swim' programme work towards the Swim England Learn to Swim Framework.

5.2 Swimming Teachers continually assess all pupils' progression throughout the term.

5.3 Progression of all pupils will be at the judgment of the swimming teacher and in accordance with the progression within the criteria of the Swim England Learn to Swim Framework

5.4 Pupils will be moved up to the next class when they meet the skills criteria required and if there is adequate room in the next Stage.

5.5 Upon completion of a Stage, the parent/guardian will be contacted explaining that the child is ready to move up to the next Stage via an automated e-mail. Required movements can be made through either the Home Portal if available, parents can login and make the change or by contacting reception.

5.6 A valid e-mail address is required to access Home Portal, movements and assessments.

5.7 Due to the continuous progressive nature of our programme, and the variety of ability levels within each session, we cannot guarantee a specific time slot on progression, as a space within the next stage may not always be immediately available. Those waiting for spaces will be kept in their current stage until a place becomes available.



## **6. Swimming Lesson Payment and Online Bookings**

6.1 All fees for swimming lessons must be paid in advance of the lessons.

6.2 Direct Debit payments are taken on 1st of each month.

6.3 New joiners, or customers taking the Direct Debit option will pay a pro-rata payment for any lessons which take place prior to the first Direct Debit being taken.

6.4 We reserve the right to apply a joining fee where appropriate.

6.5 One clear calendar months' notice of the Direct Debit is required via [Swimminglessons@ymcaspg.org](mailto:Swimminglessons@ymcaspg.org) for the cancellation of swimming lesson Direct Debits.

6.6 Failure to provide the full notice period to cancel your swimming lessons when on Direct Debit may result in Hampton Pool taking recovery action for the outstanding payment.

6.7 Hampton Pool reserves the right to change the price of swimming lessons at any time. Direct Debit customers will be notified in writing with at least 10 working days' notice of any change.

6.8 For any failed Direct Debits, Hampton Pool reserves the right to restrict access to the lessons until a suitable payment has been made for the missed Direct Debit Payment. Under these circumstances Hampton Pool will not guarantee the same space on the existing lesson.

6.9 Direct Debit payments include one lesson per week at the agreed Stage of lessons for the monthly Direct Debit subscription.

6.10 The monthly Direct Debit subscription remains the same for each calendar month, regardless of the number of lessons that are delivered during the month. I.e. some months there will be five lessons, while most months there will be four. During December there will be two or three lessons depending on the cycle of the year. Over a 12-month period, with 12 equal Direct Debit payments a total of 50 swimming lessons will be available to attend unless a lesson has been cancelled - *please see section 8*. Where payment is not made by Direct Debit, all lessons must be paid in advance and pupils will be removed from classes once advance payment has expired.

6.11 Hampton Pool will not be held responsible for your child being booked into the incorrect stage, if this does happen, Hampton Pool will try to accommodate you to another level, if this is not possible you will be removed from the class and you will forfeit any monies that have been paid. Hampton Pool offers a complementary swim assessment to ensure correct placement.

## **7. Changing and Moving Lesson**

7.1 You may request a change of time, day or Swimming Teacher and we will try to accommodate your request, provided a space is available. If you cannot be accommodated at that time your child will be added to the movements list and you will be able to make movements through Home Portal when a space becomes available.

7.2 Swimming ability and speed of progression will vary depending upon the swimmer.



## **8. Pool Closure and Cancelled Swimming Lessons**

8.1 In the event of a pool closure we will make every attempt to contact our customers as soon as possible. Contact will via e-mail/phone.

8.2 In the event of adverse weather conditions causing pool closure refunds or credits will not be issued.

8.3 In the event of a planned pool closure, the first amendable months Direct Debit. Payment will be adjusted to reflect the missed lesson.

## **9. Missed Lessons**

9.1 Lesson fees are non-refundable where the pupil has either missed lessons or decided to withdraw from the programme altogether.

9.2 Lessons run consecutively; the lesson credits will be utilised as each lesson takes place regardless of pupil attendance.

9.3 In exceptional circumstances management may exercise discretion on refunds or credit notes

## **10. Changing Teacher**

10.1 We will use reasonable endeavours to provide the same instructor for each lesson within a course. However, relief instructors may be used without prior notification.

10.2 We reserve the right to appoint a new teacher at any time and may, at times need to provide an alternative teacher for a class or classes due to illness or for any other unforeseen circumstances.

10.3 In the event a teacher is away for a long period of time we will try to keep the same cover teacher where possible.

10.4 If a teacher is absent, Hampton Pool reserves the right to join classes together if considered appropriate and safe according to Swim England guidelines. We would always try to put a replacement teacher in place immediately however, if this is not possible we would put the classes together in order to avoid the cancellation. This would be an extremely rare occurrence as additional teachers are usually available to cover any such eventualities.

## **11. Communication**

11.1 We like to encourage communication and welcome issues to be raised with our staff.

11.2 The duty management team will be the people to resolve any poolside issues. Any problems or issues should be conveyed through them.

11.3 Questions regarding the progression of pupils should be directed towards the reception staff who will be able to pass on the message to the relevant member of staff, they will then contact you to discuss the pupil.

11.4 All parents/guardians are required to supply us with a valid e-mail address and phone number for quick communication purposes. This is essential in order that we can inform you when your child is ready to move up a Stage, to access the home portal or for any cancellations.



## **12. Viewing**

12.1 Parents/guardians are not permitted on poolside and must remain up on the balcony. Parents must not interfere with the lessons or distract the swimming teachers.

12.2 We do ask that all spectators remain up on the balcony in order to prevent any unnecessary distractions for the teachers. It is difficult for the teaching staff to gain full attention from their pupils if they are being distracted; progress can be affected if children are not fully able to concentrate.

12.3 Photography or filming is NOT permitted anywhere on the premises.

## **13. Behaviour & conduct**

13.1 Parents accept that their child is under the supervision, control and care of the Swimming Teacher, during the lesson period. Should the behaviour of the child be unsatisfactory and the class is being disrupted, the Swimming Teacher has the right to remove the pupil from the class.

13.2 The teacher may employ reasonable measures as are necessary to maintain the smooth delivery of the class. We reserve the right to request that your child should be removed from classes should they persistently disrupt or are seen to be putting themselves or anyone else at risk during the class. If a child is removed under these circumstances and suitable alternatives arrangements cannot be made, no refund will be provided.

13.3 If a Swimming Lesson pupil causes the cancellation of a class, we reserve the right to apply a penalty for loss of income for this activity. This will be administered and applied at the centre management discretion.