**CB Training Services Limited**

**Swimming Lessons Terms and Conditions**

**Overview**

This guidance tells you about the rules of CB Training Swim School/Bubble Tots as required by its insurance companies, National Governing Bodies and recognised good practice.

We follow current good practice from the Health and Safety Executive (HSE) and take advice from recognised governing bodies such as the Amateur Swimming Association (ASA), The Swimming Teachers Association (STA), Royal Lifesaving Society (RLSS) and the Chartered Institute for the Management of Sport and Physical Activity (CIMSPA). If you have any queries about this guidance, please ask any member of staff. If there are any changes to this guidance during a term, we will try to let you know.

In order to ensure that all children participating in Swimming Lessons receive the best possible level of teaching, we would like to make the following statements:

* All swimming teachers for our over 3’s classes will be qualified either to ASA Level 2 or STA Level 2 standard, CRB checked prior to starting teaching and will be delivering the International Learn to Swim Programme from The Swimming Teachers Association and also the Swim England Stages.
* All our over 3’s classes will be supervised by qualified lifeguards and beginner classes will have a maximum 7 pupils; all other classes have a maximum of 8 pupils. Please note that all Stage 1 and Stage 2 classes will be taught by the teacher in the water and there will be some physical contact between the teacher and the participant for manual support whilst being kept to a minimum. If some skills need improving in higher ability classes, the teacher may get into the water to assist the children too.
* In all our under 3’s classes (Bubble Tots) the teachers will be qualified to a minimum Level 2 STA Baby & Preschool Teacher Qualification and classes will be a maximum of 12 pairs to one teacher and will be delivering the International Learn to Swim Programme from The Swimming Teachers Association.

**Our responsibility** — All lessons are taught and supervised by fully qualified swimming instructors and Lifeguards. We will supervise children only in the pool hall. However, staff are available to offer assistance should an emergency situation arise elsewhere on the site.

**Your responsibility** — Children aged 8 and under must be accompanied by an adult who will remain on site at all times during the lesson.

**Policies**

This document is intended as a ‘whistle-stop tour’ of the most common questions we receive during the course of lessons. However, it should be read in conjunction with our full bank of policies which are available at www.cbtraining.org. Our website includes all of our relevant policies including Safeguarding, Data Protection, Health and Safety and Complaints.

**Changing facilities and appropriate swim wear**

In accordance with good safeguarding practice, children aged eight or over must not use the opposite-sex changing rooms, and parents/guardians of these children may not accompany the child into an opposite-sex changing area. For example, a female parent/guardian may assist her five-year-old son to dress in the girls’ changing area but cannot accompany her nine-year-old son into the boys’ changing area.

For safeguarding and hygiene reasons we must request that all swimmers wear the

appropriate swim wear. While not mandatory, it would be preferred if girls wear a one-piece swimming suit as opposed to bikinis and boys wear trunks or small shorts as opposed to long baggy shorts. Swimming in underwear is not permitted. Children arriving to lessons in underwear may be turned away from their lesson.

Due to lack of space in the changing facilities, once your child is changed and in lessons please vacate the changing rooms to allow other swimmers to change. Parents are only allowed to stay in the changing facilities if their children are under 5 in case your child needs to use the toilet.

Due to cameras being on mobile phones, we ask all parents not to use their phones in the changing facilities and to vacate the changing facilities if they are not needed to wait in the changing rooms due to safeguarding of our swimmers.

**Nappy Policy**

For swimmers in our Bubble Tots classes we ask that appropriate swim nappies are worn with either a happy nappy or happy nappy costume over the top (double nappy system) to avoid accidental soiling of the water (see our Nappy Policy for further information).

**Photography**

Photographing and the recording of images is only permitted with the authorisation of CB Training Services Limited team members. This is generally restricted to controlled conditions with the agreement of all participants. Parent/Guardian wishing to take photos/videos of a lesson must complete a Camera Form with the Lifeguard every session you wish to do so. If you completed a form the previous week you must complete another one on the current week.

**Lesson observation**

Parents/guardians are invited to observe their child’s swimming lesson and progress made on the last lesson of each term for the final 20 minutes of the lesson, from the designated seating area. For health and hygiene reasons please remove outdoor shoes before entering the pool or shower area. On your child’s first ever lesson with us we also invite you to come and watch the last 10 minutes of the lesson, so you see how your child has settled into lessons and see what our team do. Unfortunately, we are unable to allow observations of lessons outside these dates. This does not apply to classes where children are accompanied in the water by an adult in our Bubble Tots classes for under 3’s

**Child sickness, illness and medical or learning issues**

We politely ask that parents/guardians use their good sense in judgement when sending children to swimming lessons if they have been ill. Children should not participate in swimming activities if they have suffered from sickness or diarrhoea within the previous 48 hours. If you are unsure as to whether your child is well enough to swim, please do not hesitate to contact us. **Refunds/credits of individual lessons missed due to illness/sickness/holidays etc is not available.**

To ensure that all children are given the best opportunity to succeed, and, to keep them safe we ask that you inform us of all medical conditions a child may have (including serious historic ones such as heart operations, leukaemia or epilepsy) as well as learning difficulties including autism, hearing impairments, dyspraxia or ADD/ADHD.

If you child requires medication such as an asthma pump or adrenaline, it is your responsibility to ensure that it is brought on to pool side by the child and given to either the teacher or the lifeguard. Please ensure that it is stored in a waterproof container and the lid is marked with “**EMERGENCY BOX**” and with your child’s name on it. If your child suffers from athlete’s foot or a verruca, we would ask that you supply your child with an aqua sock for the duration of the lesson.

**Communication**

Most of our communication is via email. Please ensure you keep us up to date with your current email address and ensure your mark us as a safe sender so our emails do not end up in your junk mail, so you don’t miss any important information from us. We may also from time to time keep you updated via our social media pages so please try to like/follow our social media (see contact information at the end of this document)

**Venues**

Each venue may have a different set of rules and regulations we must follow. Please visit our website for more information on these. We politely ask you to respect these rules imposed upon us.

**Smoking**

All sites are no-smoking zones. Any parents/guardians who do wish to smoke must leave the site before smoking. This includes the use of e-cigarettes.

**Application & Consent Form**

When you start lessons with us, we will require you to complete an application form with your child’s details and contact information which also includes a consent form section. We will require consent from the parent/guardian for us, CB Training Services Limited, to contact you via email for marketing purposes including keeping you up to date with lessons information, to manual handle your child in order for our teachers to aid with their teaching and your child’s progression and lastly for CB Training Services Limited to take photographs/videos etc of your child for various purposes. We highly recommend you allow us for all to help in the services we deliver to our customers but fully understand if you do not wish for any consent required but we may not be able to teach your child swimming if you refuse the handling consent.

**Enrolment**

Please note that swimming lessons can only be booked in complete courses and you **automatically enrol on the next course**. Payments for courses must be paid promptly otherwise your child may be refused entry into their lesson.

All swimmers must re-enrol by the dates specified on your enrolment invoice. Failure to do this could lead to your child’s place being offered to somebody else. Please speak to your swimming teacher or contact us for more information or if you are not able to enrol by the specified dates.

**Accepted methods of payment**

It is possible to pay for lessons in-centre via cash or cheque. Payments may be made via BACS (Bank transfer payments) or you can set up a termly Direct Debit. We are unable to accept card payments or PayPal payments.

**Payment by direct debit**

This is a termly Direct Debit (not a monthly Direct Debit payment plan) and is our preferred payment option as you will be guaranteed your regular space as you will be automatically re-enrolled on each and every course until you wish to finish lessons with us. All we ask for is a minimum of 48 hours’ notice before the Direct Debit is taken from your account. GoCardless is our provider of the Direct Debits and they will notify you 3 days beforehand on the date they will be collecting the fees directly from your account. To pay via direct debit please see the direct debit Guarantee Policy.

**Failed payments**

Due to charges imposed on us by our bank we must make a charge of £7.50 for any cheque, payment returned to us as unpaid. As a requirement of our insurance policy, any child who has not paid for their block of lessons or had a payment returned as unpaid will be unable to participate in their lessons until the term fee and £7.50 charge has been paid in full.

Unpaid direct debits are processed differently, and more information is available in the Direct Debit Guarantee Policy, but the payment is usually retried a few days later so please ensure you have funds available for the second Direct Debit.

**Lesson cancellation by CB Training Services Limited/Bubble Tots**

Should CB Training Swim School/Bubble Tots need to cancel a lesson, we will endeavour to inform all parents/guardians using the contact details provided on enrolment forms, preferably via email. Please note, however, we cannot guarantee that this will happen—especially if a closure is decided at short notice.

If your contact details change, please complete a change of details form with one of our team or update your details online via the parent portal so that we can ensure you do not miss any communication from us.

Where possible, we will attempt to reschedule the cancelled session(s) at the end of the term or during the half-term holiday. Where this is not possible, a credit onto your account (for the exact amount paid originally) will be applied to use towards the next course of lessons. Refunds will not be made unless agreed by CB Training Services Limited in exceptional circumstances.

Credits are allocated to the child and cannot be transferred to another family, but it is possible to transfer to another child in your family who attends lessons with us.

**Cancellation of your child’s space in lessons**

If you no longer require your child to have swimming lessons, we ask that parents complete a **Cancellation Form** giving **at least 48 hours notice before the re-enrolment date (last day of current term)**. This will prevent you from being charged for lessons you no longer require and so we will not keep holding a place which could be given to someone else. **If a form is not completed and returned, then you will still be charged as your child is automatically re-enrolled each term.**

**Refunds**

If lessons are cancelled by you after payment has been made, refunds will not normally be offered as you book onto the space for the whole term. **Refunds/credits of individual lessons missed due to illness/sickness/holidays etc is not available.**

In exceptional circumstances, places may be held, and credits issued towards the next term of lessons. Where this is not possible, refunds may be offered at the discretion of management, subject to a £12.50 admin charge which will be deducted from the refunded amount. Please note that exceptional circumstances do not extend to children simply not being ready for swimming lessons, changing their mind or parents no longer being able to bring them to their designated lesson.

**Discounts, Vouchers or Raffle Prizes**

From time to time we will put on offers, various vouchers or discounts to our customers in the form of free or discounted lessons. These are only available for use as per the terms on the voucher and cannot be redeemed on classes already purchased. Where free lessons are offered via promotions such as raffle prizes swimmers claiming these offers are deemed to have agreed to this documentation’s rules. All prizes are non-transferable.

**Adverse Weather**

In the event of adverse weather conditions, we will try to keep everyone updated on whether lessons are running or not via email and social media. In the event of a cancellation made by us, we will not be able to refund any lessons missed as we will either put on an extra lesson in a school holiday or add a credit to your child’s account as per our terms and conditions for refunds.

**Keeping details up to date**

If your contact details change, please complete a change of details form with one of our team or update your details online via the parent portal so that we can ensure you do not miss any communication from us.

**Code of Conduct**

Any behaviour which can be perceived as threatening or abusive towards any member of our staff, centre staff or member of public will not be tolerated. Anyone breaking this rule may no longer be welcome. Refunds will not be issued.

**Data Protection (GDPR May 2018)**

The information provided by you to us will only be used for the purposes of processing and administering the swim school. No information is sold or passed to any third parties without your explicit consent. The information you provide us (name, contact details, medical conditions etc.) is held securely and only accessible to those who need access to it.

Some information will be transferred to third parties to allow us to process your enrolments. This includes but is not limited to our Booking System Provider, the companies who send out our text messages/emails etc, GoCardless who process our electronic payments, the companies who provide our storage and email systems or the organisations we work with to ensure compliance with all regional laws (e.g. our accountants, system administrators and HR providers).

Only information which is relevant to each organisation will be transferred. For example our HR and Accountants will not receive information of swimmers personal details.

All of these companies have been thoroughly vetted and are fully compliant with the regulations around the GDPR and if outside of the EU hold the appropriate compliance certification to allow us to work with them.

The processing and storage of all data is entirely optional to all parents, guardians and swimmers, however, without the consent for us to store and process the information we will be unable to accept you in to our swim school.

Please see our Privacy Policy for more information <https://cbtraining.org/privacy-policy>

**Comments, feedback and getting in touch with us**

CB Training Services Limited welcomes your feedback and suggestions for improvement to our services, or to discuss any issues you have about your child’s swimming. You can get in touch with us in person via any of our swimming instructors (however, to avoid disruption to lessons, please try to do this before or after, rather than during, a lesson); by visiting our website at www.cbtraining.org; emailing us at [chris@cbtraining.org](mailto:chris@cbtraining.org) / [emma@cbtraining.org](mailto:emma@cbtraining.org) or by calling 07876 240043 and leaving a message (don’t forget to include your contact details).

Alternatively, you can follow us on any of our social media pages listed below

CB Training Facebook: <https://www.facebook.com/CBTrainingWales/>

Bubble Tots Facebook: <https://www.facebook.com/BubbleTots/>

CB Training Twitter: <https://twitter.com/CBTrainingWales>

Bubble Tots Twitter: <https://twitter.com/bubbletotswales>

CB Training Instagram: <https://www.instagram.com/cbtrainingwales/>

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**Monitoring and Review**

We will monitor all of the feedback that we receive in relation to the issues affected by the Policy and will amend the policy as necessary.

**Last Updated: 01/01/2019**