CB Training Services Limited

Swimming Lessons Terms & Conditions

Overview

These Terms & Conditions ("Terms") set out the rules of CB Training Swim School / Bubble Tots. They are required by our insurance providers, National Governing Bodies, and recognised industry good practice. We follow current guidance from the Health and Safety Executive (HSE) and advice from The Swimming Teachers Association (STA), Swim Wales, Swim England, the Royal Lifesaving Society (RLSS), and the Chartered Institute for the Management of Sport and Physical Activity (CIMSPA).

By enrolling your child, you agree to abide by these Terms. CB Training Services Limited ("CB Training", "we", "our", or "us") reserves the right to amend these Terms at any time. Parents/guardians will be notified of significant changes by email. Continued enrolment or attendance constitutes acceptance of the updated Terms.

These Terms & Conditions and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim.

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 https://www.cbtraining.org/policies. Our website includes all our relevant policies including Safeguarding, GDPR, Health and Safety and Complaints.

Teaching Standards & Responsibilities

Swimming lessons will be delivered by a teacher in the water. Some physical contact between the teacher and participants may be necessary for manual support and safety. Such contact will always be appropriate, proportionate, and kept to the minimum required for effective teaching and safeguarding.

To ensure all children receive the best level of teaching:

- All over 3's teachers are qualified to STA Level 2 or equivalent, DBS checked and follow the STA International Learn to Swim Programme.
- Non swimmer/beginner classes for over 3's will have a maximum of 6 pupils.
- Improver/advanced classes for over 3's will have a maximum of 8 pupils.
- Under 3's (Bubble Tots) teachers hold a minimum Level 2 STA Baby & Preschool Teacher qualification, with a maximum of 12 pairs per teacher.

- Disability-specific classes are taught by STA Level 2 Disability Swimming Teachers with additional CPD courses such as Autism Swim.

Responsibilities

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.
- CB Training Services Limited is responsible for children only in the pool hall during lessons.
- Employees will not escort children to the toilet.

Parent/Guardian Responsibility:

- Children aged 8 and under must be accompanied by an adult who remains on site during lessons.
- Parents must ensure children use the toilet before lessons and remain available in case of emergencies.
- Parents/guardians are responsible for their child before and after lessons, including toilet breaks.
- Parents/guardians must ensure that their child always abides by all venue rules. Children must behave appropriately and safely in and around the schools' sites, carparks, pool facilities, including refraining from running, climbing, or disruptive behaviour or entering non-designated areas (e.g. the astroturf, schools' halls, classrooms, fields etc). Failure to comply with venue rules may result in removal from the lesson without refund."

Safety & Liability

Swimming is a physical activity involving inherent risks. CB Training will take reasonable care in providing lessons and operating its services. Parents/guardians must follow safety instructions and venue rules.

CB Training is responsible for loss or injury where liability arises under applicable law, including where caused by our negligence or breach of statutory duty. We do not exclude or restrict liability where doing so would be unlawful. Nothing in these Terms affects a customer's statutory rights.

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, or any liability which cannot legally be excluded.

Vehicles parked on site remain the owner's responsibility.

Child Health & Medical Requirements

- Parents/guardians must provide accurate information about medical conditions, allergies, additional needs and emergency contacts before lessons commence and keep these details up to date in the Parent App. Any changes affecting safety or participation must be communicated before the next lesson.

- Children must not participate in swimming activities if they have suffered from sickness or diarrhoea within the previous 48 hours. For cryptosporidium, children must not attend for 14 days after symptoms have stopped.
- Children must not attend lessons if they are suffering from any contagious or infectious condition (e.g. chickenpox, impetigo, conjunctivitis). Parents/guardians should contact us for advice before returning to lessons to ensure it is safe to do so.
- Medication (e.g., inhalers, adrenaline) must be provided in a waterproof container with your child's name and "EMERGENCY BOX" clearly labelled.
- Children with athlete's foot or verruca's should wear aqua socks.
- Refunds/credits of individual lesson missed due to illness are not available.

Changing Room Policy

CB Training is committed to providing a safe, respectful and inclusive environment for all swimmers, parents/carers, visitors and staff. The following requirements apply to the use of changing facilities at venues used by CB Training.

1. Changing Facilities

CB Training operates from hired facilities and does not own or directly control the changing facilities provided at each venue.

Facilities vary between venues. Most venues we use provide separate male and female changing rooms without dedicated family or unisex changing facilities.

All customers must respect the privacy, dignity and personal space of other users and comply with any additional rules or requirements imposed by the venue.

2. Children Changing Independently

There is no set legal age at which a child is required to change independently.

As a general guide, CB Training encourages swimmers aged 10 years and over to use the appropriate changing room independently where they are comfortable and able to do so. A parent/carer may wait immediately outside the changing room where reassurance or support is required.

This age is intended as guidance and not as an absolute requirement. CB Training recognises that children have differing levels of confidence and independence and that some swimmers may require additional assistance due to disability, additional needs, medical requirements or other individual circumstances.

3. Arriving for Lessons

Where reasonably possible, swimmers should arrive "beach ready", with their swimming costume or swimwear already on underneath their clothing.

Families should avoid entering the changing rooms significantly before their scheduled lesson.

Where requested by CB Training or the venue, swimmers and accompanying adults should wait outside the changing facilities until shortly before their lesson begins.

This is intended to reduce congestion and provide swimmers leaving the previous lesson with a quieter and more private opportunity to dry and change.

4. Changing After Lessons

Swimmers should be given reasonable time to dry and dress following their lesson and should not be unnecessarily rushed.

Parents/carers may wait immediately outside the appropriate changing room where their child is changing independently.

CB Training recommends that swimmers bring suitable items to assist with changing, such as a changing robe, dressing gown or large towel. Where practical, swimmers are encouraged to change discreetly using a towel or changing robe to provide additional privacy.

Where changing facilities are particularly busy, families may wish to allow the swimmer to dry and wrap up warmly before waiting for a quieter opportunity to finish changing.

5. Additional Needs and Individual Circumstances

CB Training recognises that not every disability, additional need, medical requirement or individual family circumstance will be visible to others.

Some swimmers may require additional time, physical assistance, supervision or an alternative changing arrangement.

There may also be circumstances where a sibling or another child in a parent/carer's care has additional needs and cannot safely be left unattended while another child is changing.

Parents/carers who require additional support or an alternative changing arrangement should contact CB Training privately. CB Training will discuss the individual's requirements and, where appropriate, liaise with the venue to establish what reasonable and practical arrangements may be available.

Arrangements will be considered on an individual basis, taking into account:

- the needs, dignity and privacy of the swimmer;
- the safeguarding and supervision needs of any other child in the parent/carer's care;
- the privacy and dignity of other changing-room users;
- the facilities available at the particular venue;
- **safeguarding requirements; and**
- any applicable venue policies or restrictions.

Due to the nature of hired facilities, CB Training cannot guarantee that private, family or unisex changing facilities will be available at every venue.

6. Privacy and Respect for Other Families

All users of the changing facilities are expected to behave in a manner that respects the privacy, dignity and personal circumstances of others.

Customers should not make assumptions about another swimmer or family's circumstances based solely on what they observe.

Where CB Training has agreed an individual arrangement with a family, details of that arrangement or the personal circumstances behind it will not ordinarily be disclosed to other customers.

Parents/carers are not required to disclose their child's disability, medical information, additional needs or other private circumstances to other customers.

Any concerns regarding another person's use of the changing facilities should be raised privately with CB Training staff rather than directly confronting another child or family.

7. Mobile Phones, Cameras and Smart Devices

Mobile phones, tablets, smart watches, cameras or any other device capable of taking photographs or recording video must not be used within changing rooms.

This requirement applies to adults and children.

Any device that needs to be used must be used outside the changing facilities.

The taking of photographs or video recordings within changing facilities is strictly prohibited.

8. Behaviour Towards Staff and Other Customers

All swimmers, parents/carers and visitors are expected to treat CB Training staff, venue staff and other families with courtesy, dignity and respect at all times.

CB Training understands that concerns relating to children and safeguarding can cause understandable worry or frustration. Customers are nevertheless expected to raise concerns calmly and respectfully.

Aggressive, abusive, threatening, intimidating or discriminatory behaviour towards staff, other customers or children will not be accepted.

CB Training reserves the right to take appropriate action where behaviour towards staff or other facility users is considered unacceptable. This may include asking an individual to leave the facility and, in serious or repeated circumstances, reviewing or terminating their booking in accordance with CB Training's applicable Terms & Conditions.

9. Safeguarding and Concerns

The safety, privacy and dignity of children using the changing facilities remain a priority.

Any safeguarding concern should be reported directly to a member of CB Training staff as soon as possible.

CB Training may review or amend an individual changing arrangement where necessary to address a safeguarding concern, venue requirement or the needs and rights of other facility users.

10. Working Together

The purpose of this policy is to provide a practical and proportionate approach to changing arrangements while recognising that the facilities available to CB Training vary considerably between venues.

CB Training asks all families to exercise patience, understanding and consideration towards other swimmers, families and staff.

Where individual circumstances require a different approach, CB Training will endeavour to work with the family and venue to identify an appropriate arrangement while balancing safeguarding, privacy, dignity and the practical limitations of the facilities available.

Nappy Policy

All children under the age of 4 must wear a *double nappy system*. See our Nappy Policy for guidance. This consists of either a disposable or reusable swim nappy, plus a reusable neoprene

nappy worn on top (commonly known as a Happy Nappy). This rule applies to all children under 4 who are not fully toilet trained for at least 3 months. For older children nappies see Splash Shorts.

Toilet Breaks

Staff are not able to escort children to the toilet; parents must remain nearby in case their child needs assistance. All children under 3 years must wear appropriate swim nappies

---

Parents in Water

Parents may only accompany children in the water during Bubble Tots (under 3's) classes. Parents must follow all instructor guidance and behave responsibly in the pool.

Lesson observation

Parents/guardians are invited to observe lessons from the designated seating area during the last 20 minutes of each term ('Viewing Week'), or during the last 10 minutes of their child's first-ever lesson.

For Bubble Tots classes (under 3's), parents/guardians may spectate lessons each week.

Only one spectator per child is permitted, and all spectators must remove outdoor footwear before entering the observation area.

Photography & Recording

Photographing and recording images is only permitted with the authorisation of CB Training Services Limited team members. Parents/guardians wishing to take photos/videos of a lesson must complete a Camera Form with the Lifeguard each session they wish to record.

Consent may be withdrawn at any time by contacting CB Training Services Limited.

Communication

Emails are our primary communication method. Keep contact details up to date and mark us as a safe sender. Social media may also be used to communicate updates.

Enrolment & Payment

Swimming lessons are booked as continuous weekly spaces using prepaid lesson credits. Parents/guardians must keep their accounts topped up to retain their regular class space. Please refer to the Credits & Top-Ups section below.

Refunds or credits are not provided for individual lessons missed by swimmers. Eligible families may request replacement lessons in accordance with the Missed Lessons & Replacements section below.

There is no need to re-enrol each term. A regular space remains reserved while sufficient lesson credits are maintained, subject to the Credits & Top-Ups policy below.

Credits & Top-Ups

Your swimming space is a continuous booking, so there is no need to rebook each term. Please ensure your account is topped up before your credits run out. If your account reaches zero credits, our booking system will automatically release your space and make it available for another swimmer to book.

Once a space has been released, we cannot guarantee that your usual class, day or time will still be available, even if you subsequently top up your account.

As your regular class is a continuous booking, spaces cannot be paused or cancelled for individual weeks and then rebooked afterwards to avoid using a lesson credit. If you are unable to attend a particular week, the lesson will still use a credit and our replacement lesson policy below will apply.

Missed Lessons & Replacements

We understand that occasionally you may need to miss a lesson, so we offer the option to request a replacement lesson where availability allows.

• Absences must be recorded through the Parent App at least 48 hours before the start of your usual lesson to be eligible for a replacement.

• When recording the absence, you must select Request a Replacement Lesson.

• Recording an absence does not return the lesson credit to your account.

• Replacement lessons are offered subject to availability and are not guaranteed.

• Replacement classes can only be booked up to 2 weeks before the date of the replacement class.

• A maximum of one replacement lesson per calendar month and two per year can be requested.

• Replacement lessons must be used within 60 days of the original missed lesson.

• If no suitable replacement classes are showing, you are welcome to check the app again, as spaces may become available.

• Replacement lessons may be on a different day, at a different time or with a different teacher.

• Replacement lessons cannot be transferred to another swimmer, sibling or friend.

• If a booked replacement lesson is missed, a further replacement, refund or credit will not be provided.

• Refunds or credits are not provided for lessons missed by the swimmer.

Replacement lessons are offered as additional flexibility when spaces become available and are not a guaranteed replacement for a missed lesson.

Lessons Cancelled by Us

If CB Training Swim School cancels a lesson, the lesson credit will remain on or be returned to your account. This will not count towards your replacement lesson allowance.

If you experience a technical problem with the Parent App or believe credits have been allocated incorrectly, please contact us as soon as possible so that we can look into this for you.

CB Training Swim School reserves the right to amend these terms where necessary to reflect changes to our booking system or lesson arrangements.

Sibling Discount

CB Training Services Limited offers a 10% sibling discount when enrolling multiple children from the same family. Please contact us for details.

Accepted Methods of Payment

All swimming lesson payments are taken securely through the AMES Connect Parent App using Stripe card payments.

- You can purchase lesson credits and top up your account through the Parent App. Please ensure payment is completed before your existing credits run out to retain your regular class space.
- Saving a card and enabling automatic top-ups are optional. Where enabled, top-ups are charged using the saved payment method in accordance with the selected settings. Parents/guardians are responsible for checking their top-up settings, disabling automatic top-ups when no longer required and keeping card details valid.

We do not accept cash, cheques, bank transfers or payments by Direct Debit.

Card Payments via the Parent App

Payments are processed securely by Stripe through the AMES Connect Parent App. Lesson credits are added to your account following successful payment.

If you experience any difficulty making a payment through the Parent App, please contact us before your credits run out.

Unsuccessful Payments

If a card payment or automatic top-up is unsuccessful, lesson credits will not be added to your account. Please update your payment details and complete your top-up before your credits run out. If your balance reaches zero, your class space may be released in accordance with the Credits & Top-Ups policy.

Lesson Cancellation & Refunds

CB Training Cancellation

CB Training may occasionally need to cancel lessons due to pool closures, staffing difficulties, venue issues, adverse weather or other operational circumstances. Customers will be informed as soon as reasonably possible using the contact details held on their account.

If CB Training Swim School cancels a lesson, the lesson credit will remain on or be returned to the swimmer’s account. This does not count towards the replacement lesson allowance.

Please refer to the Lessons Cancelled by Us section below for the current credit arrangements.

Credits are allocated to the individual child and cannot be transferred to another family. However, credits may be transferred to another child within the same family who is enrolled in lessons with CB Training Services Limited.

Parent/Guardian Cancellation

Parents/guardians wishing to end their continuous booking should contact CB Training Swim School. Individual missed weeks cannot be paused or cancelled to avoid using a lesson credit. Refunds or credits for lessons missed due to illness, holidays or other personal circumstances are not available.

Exceptional Circumstances

In exceptional circumstances, and at the sole discretion of management, a credit or refund may be considered. An administration fee of £12.50 will apply in such cases.

Late Arrivals

Swimmers should arrive in good time and be ready to enter the pool at their scheduled lesson time. Late arrivals may join the remaining lesson where safe and practical. Lessons cannot be extended to make up lost time, and refunds or additional credits are not provided for late arrival.

Lesson Changes, Teacher Substitutions & Training

- Lesson times are subject to change. For example, a swimmer may be required to move into a higher-level class as they progress, or if class numbers are low, groups may need to merge and times may be adjusted. Parents will be informed of any changes as soon as possible
- While we aim to provide consistency, a swimmer's regular teacher is not guaranteed for every lesson. Teacher substitutions may be necessary due to illness, holidays, training commitments or other operational circumstances. A suitably qualified teacher will deliver the lesson, and parents/guardians will be informed of changes where reasonably possible. Refunds, credits or replacement lessons will not be provided solely because a swimmer's regular teacher is unavailable and another suitably qualified teacher delivers the lesson.
- As part of the Swimming Teachers qualification process, trainees are required to complete practical work, including teaching classes and practising lesson plans. From time to time, this may take place during your child's lesson under the supervision of a qualified tutor.

Force Majeure

CB Training Services Limited shall not be liable for any failure or delay in performing its obligations under these Terms where such failure or delay results from any event beyond our reasonable control, including but not limited to acts of God, extreme weather, flood, fire, epidemic, pandemic, labour disputes, strikes, breakdown of equipment, power or pool failure, or actions of third parties. In such circumstances, lessons may be cancelled without refund; credits or rescheduled lessons may be offered at our discretion.

Discounts, Vouchers, and Raffle Prizes

From time to time, CB Training Services Limited may offer discounts, vouchers, or free lessons through promotions, including raffle prizes.

- Such offers can only be used in accordance with the terms specified on the voucher or promotion and cannot be applied to lessons already purchased.
- Participation in promotional offers, including claiming free lessons via raffles, constitutes acceptance of these Terms and Conditions.
- All promotional offers, vouchers, and prizes are non-transferable and must be used by the child to whom they were awarded, except where otherwise stated.

Class Placement & Progression

CB Training may recommend or arrange a class change where a swimmer's ability, confidence, safety or progression indicates another group would be more appropriate. Class placements reflect the professional judgement of teachers and management. Proposed changes will be discussed with parents/guardians and suitable alternatives offered where available.

Swimmer Behaviour & Participation

Swimmers must follow the safety instructions of swimming teachers and lifeguards. Where behaviour presents a risk to the swimmer or others, the swimmer may be asked to leave the water temporarily or for the remainder of the lesson. We will inform parents/guardians and work with families where additional support is required. Refunds or credits are not ordinarily provided where participation is interrupted by unsafe or disruptive behaviour; statutory rights remain unaffected.

Code of Conduct

CB Training Services Limited reserves the right to immediately suspend or terminate the enrolment of any participant or parent/guardian whose behaviour is deemed abusive, threatening, unsafe, or otherwise disruptive to staff, other participants, or the safe operation of lessons. No refunds will be issued in such cases.

Venues, Smoking & Dogs

All participants, parents/carers and visitors must comply with venue rules. All sites are no-smoking zones, including e-cigarettes. Dogs and other pets are not permitted on site, except assistance dogs accommodated in accordance with applicable equality legislation and necessary venue arrangements. Please contact us in advance where possible.

GDPR & Data Protection

CB Training Services Limited processes personal information provided by parents, guardians, and swimmers solely for the purpose of administering and operating the swim school. No personal information is sold or shared with third parties without your explicit consent. All data (including names, contact details, and medical information) is held securely and accessible only to staff or contractors with a legitimate need.

Certain information may be shared with third-party service providers strictly to facilitate swim school operations. This may include, but is not limited to:

- **Booking system providers**
- **Email and SMS communication providers**
- **Stripe (for processing secure card payments through the Parent App)**
- **Data storage and IT service providers**
- Organisations required to ensure regulatory or legal compliance (e.g., accountants, HR providers)

Only data relevant to each service provider's role will be shared. For example, HR or accounting teams will not receive swimmers' personal details.

All third-party providers have been thoroughly vetted and are fully compliant with UK GDPR. For providers outside the EU, appropriate data protection agreements and certifications are in place.

CB Training Services Limited retains personal data only as long as necessary for the delivery of lessons, legal obligations, or insurance purposes.

Certain personal information is necessary to administer bookings, provide lessons and meet safeguarding and legal obligations. We will explain the lawful basis for processing in our Privacy Policy; consent is requested separately where legally required.

For further information, please refer to our full Privacy Policy: https://cbtraining.org/privacy-policy

---

Complaints

CB Training Services Limited takes all concerns and complaints seriously. For full details of our procedure, please refer to our Complaints Policy, available at: https://www.cbtraining.org/policies.

FAQs

For common questions, including nappy policies, parent observation, lesson changes, and health requirements, please visit https://www.cbtraining.org/faqs-swimming-lessons.

Feedback & Contact

We welcome feedback via instructors, email (chris@cbtraining.org / emma@cbtraining.org), phone (07876 240043), or social media:

- CB Training Facebook
- Bubble Tots Facebook
- CB Training Twitter
- Bubble Tots Twitter
- CB Training Instagram
- Bubble Tots Instagram

Monitoring and Review

CB Training Services Limited policies are regularly monitored and updated based on feedback.
Last Updated: 19/10/2026