

LITTLE FINS SWIM SCHOOL

TERMS & CONDITIONS

Firstly we are all very excited to welcome you to our Swim School. We have put together the following information to help you as much as we possibly can. We want both you and your child to feel at ease and to enjoy their swimming lessons and most importantly have fun. With this in mind we have put together this information sheet for you to follow.

DIRECTIONS

Join the A69 (Newcastle) at Junction 43 M6, follow the road down the dual carriage way past the Waterloo Pub. After approximately 1.4 miles take the right turn on to Plains Road which will be sign posted Wetheral and The Crown Hotel. Continue on this road for approximately 1.3 miles. At the next junction turn right on to Steele Road in Wetheral village. Approximately 0.2 miles before the green and Fantails turn left and the entrance to the car park will be on your left about 400ft down the road. SATNAV CA48ES

ON ARRIVAL

The swimming pool is situated in the Leisure Entrance of the Hotel. Children are required to be on poolside 5 minutes only before their lesson begins. Once your child is changed please take them to the pool area which is located at the bottom of the changing room. A member of Little Fins Swim School will collect your child from this point and allocate them to their class on poolside. Parents are not permitted to spectate the swimming lesson and will be required to exit poolside. There is no waiting area for our parents at The Crown. Parents can use the facilities in Walton's Bar or wait in their vehicle whilst your child is attending their lesson.

Changing Area/Poolside (After lesson)

Once your child's swimming lesson is over a member of Little Fins Swim School will call you in to collect your child. There is strictly no waiting in the Reception Area of The Crown Leisure at any time.

All swimmers and those responsible for swimmers, must adhere to the following terms and conditions.

PAYMENT POLICY:

The first week you attend you will be given a registration form which has all the payment details. Full payment is due at your child's second lesson along with the return of the registration form.

CANCELLATION POLICY:

No refund can be given for cancellation once the course has started. If lessons are cancelled due to adverse weather conditions, problems with the swimming pools or teaching staff then a credit will be placed on your next term fees. Refunds are not applicable for lessons that you do not attend for any reason. There is no transfer of lessons from one child to another.

HEALTH & SAFETY

OTHER ILLNESS/HEALTH POLICY:

The swimming pool should not be used by children who have sickness or diarrhoea until 48 hours after the last symptom has stopped. If your child has had Chicken Pox we advise children not to swim until all the spots have scabbed over. If your child has any other virus or infections please do not send your child to lessons. We can only accept children back in to lessons if they are back to full health.

Verruca's – If your child has a verruca please make sure this is covered while they are in the pool building and in the pool. Little Fins Swim School must be informed of any new medical conditions or learning disabilities as early as possible.

USE OF THE POOL

Pupils should be on poolside no earlier than 5 minutes before their lesson starts. Once your child is on poolside all parents must then leave poolside and wait outside the building. A member of staff will call you once your child has finished their lesson.

No parent is permitted to watch any lesson.

Pupils should not enter the pool until requested to do so by their teacher.

Swimmers with long hair should have the hair tied back.

No jewellery to be worn in the pool.

No diving or jumping unless supervised by one of the teachers.

No somersaults or backflips.

Continued disruptive behaviour will not be tolerated. A verbal warning will be given followed by a request that the child sits out of the class for a stated period. If the behaviour persists the child may be excluded from the class.

No running on poolside.

No food to be consumed on poolside or in the changing rooms.

Only one parent/guardian to drop off and collect the child from pool side at the start and end of the lesson.

All children must be supervised by parents at all times. Children must not be allowed to wander around the swimming pool building or the grounds.

We operate a Zero tolerance policy on violence towards members of staff. Under no circumstances is violence or abusive behaviour towards any member of staff from parents/carers considered acceptable. We reserve the right to remove any person who is abusive or violent from the premises.

No outdoor shoes to be worn in any wet areas in changing rooms and poolside.

Changing rooms and shower must be left clean and tidy.

Please do not leave belongings in the changing rooms while your child is swimming.

DAMAGE OR LOSS

Little Swim School does not accept responsibility for any damage or loss of property or articles left on the premises.

EMERGENCY PROCEDURE

In the event of an emergency all swimmers and teachers will immediately stop what they are doing and wait quietly for further instructions. Should it be necessary to clear the pool, when the instruction is given, all swimmers will move to the sides of the pool, leave the water and stand back from the side. Swimmers will remain standing at all times. If it is necessary to evacuate the building no attempt should be made to recover possessions from the changing rooms or

anywhere else within the building. The person in charge will direct you to the evacuation point.

PRAMS & PUSHCHAIRS

No prams or pushchairs are allowed in the changing rooms or on poolside.

OPERATING HOURS

Little Fins Swim School are open:-

Wednesday 3.30pm - 6.30pm

Thursday 4.00pm – 6.30pm Sunday

12.30pm – 4.30pm.

CCTV

The Pool building is protected by a CCTV system. The system recordings are password protected with access granted only by the Pool Manager and Owners.

There are cameras located inside the pool area, car park area and the reception area. The changing rooms area are not covered by the cameras.

DATA PROTECTION POLICY

Little Fins swim School holds the name, address and contact information on its members and the parents/guardians responsible for these members. The Swim School also holds medical information and swimming assessment data. This information is used solely for the business of the school as a teaching swimming organisation. We will only contact you regarding affairs to do with swimming such as pool closures, enrolments, class times and payment reminders. We never

use your information for marketing purposes or share with third parties.

Changing room policy for Little fins Swim School.

At Little Fins Swim School we have 2 changing rooms Male/Female. Parents are required to assist younger children to get changed. Children age 8 years and over are asked to use their own gender changing room.