



# The Kingfishers Swim Schools Terms and Conditions

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The Kingfishers Swim Schools will always aim to be open, honest and fair with all its clients. We therefore invite you to read all our policies and procedures and contact us if you wish to discuss anything within them.

If you fail to adhere to the Kingfishers Swim Schools terms and conditions, a customer may be requested to discontinue lessons with the Kingfishers Swim Schools. In this instance the Kingfishers Swim Schools will be under no obligation to provide refunds for any future lessons.

We reserve the right to make amendments to our Terms and Conditions at any time to reflect changes in our business or statutory obligations. The amended terms & conditions will be posted on the Kingfishers Swim Schools websites ([www.kingfishersswimschool.co.uk](http://www.kingfishersswimschool.co.uk) and [www.kingfishersswimschool.com](http://www.kingfishersswimschool.com)) and will be effective immediately.

By continuing with bookings it is assumed that you have read and agree to the T&Cs set out below.

## **Payment**

Payment for classes can be paid in full or by our agreed 50% now, 50% later payment plan, this will be advised to you at the time of booking along with payment timescales / methods available and will be confirmed via text or email. Mid-term starters will be required to pay in full.

All payment dates will be confirmed to you. If payment is made by the date set out in your invoice, your place in the lessons is secure.

Your first invoice will be sent to you by email. Subsequent invoices will be sent via text link. Invoices will be sent out 3 weeks before the end of each term. It is your responsibility to inform the Swim School if you have not received the new invoice. It is the responsibility of the customer to inform the Kingfishers Swim Schools of any change in contact details.

## **Cancellation / Amendments**

The Kingfishers Swim Schools reserve the right to alter course dates should it be necessary due to illness or other unforeseeable circumstances. Where this happens, we will endeavour to give as much notice as possible.

Although every effort is made to provide consistency for our swimmers, occasionally your child's teacher may change due to illness or unforeseen

circumstances. Equally, class sizes may need to be made bigger on rare occasions.

The Kingfishers Swim Schools do not offer refunds for the cancellation of courses, the space is secured for the term and if you decide to leave before the end of the term, this must be communicated via email, any remaining / outstanding term payment will be due in full within 24hrs of cancellation.

The Kingfishers Swim Schools are two separate businesses running in partnership. Due to this, day changes can only be made at the beginning of the new term (September, January and April). If you wish to change your swimming day, please notify us by email as soon as possible and we will endeavour to accommodate your request.

Long term sickness may be refunded at the discretion of the Kingfishers Swim Schools.

### **Complaints**

The Kingfishers Swim Schools is committed to providing the best service it can, but we also understand that, occasionally, something may go wrong or you may be unhappy with the service provided. If at any point you are unhappy with the service provided, we would like to know so that we can address this issue as soon as possible to resolve to your satisfaction.

We view all feedback as valuable and will use the feedback to improve the service that we provide.

To make a complaint please email Denise Kemp or Sophie Jones, Owners.

Email:

[denise@kingfishersswimschool.co.uk](mailto:denise@kingfishersswimschool.co.uk) or [sophie@kingfishersswimschool.co.uk](mailto:sophie@kingfishersswimschool.co.uk)

### **Behaviour**

Bad behaviour / language or aggression to any teacher or member of the Kingfishers Swim Schools will NOT be tolerated. We expect customers to act in a civilised manner at all times, at our venues and when speaking to a member of the team via any contact method.

Children are expected to behave themselves during lessons. If it is deemed necessary by the swimming teacher, a child may be asked to leave their swimming lesson. Refunds will not be given in this instance.

Children will be expected to treat the equipment provided for them with respect. Biting or otherwise damaging equipment will not be tolerated. We may ask parents/carers to pay for damaged items of equipment.

During the lessons there will be some physical contact between the teacher,

assistant or helper and their child, this will always be carried out in a professional manner. All staff are DBS checked.

It is the customer's responsibility to inform the Kingfishers Swim Schools and teacher of any condition (whether it be medical or not) that could affect their child's capabilities, behaviour or safety in the swimming pool. All information will be treated as confidential within the Swim Schools; only sharing this information with your child's teacher to support them in their lessons.

Customers must agree to follow pool procedures which will be advised to them at the time of booking. It is important that customers follow instructions given to them regarding car parking and entry and exit route to pools, if you have any questions please ask the teacher or a member of the Kingfishers Swim Schools.

Customers should aim to arrive no more than 15 minutes before the lesson. Children should be poolside, ready to swim (hats and goggles on and adjusted) no more than 5 minutes before the start of their lesson.

Food is strictly forbidden on poolside, in the gallery and in the changing rooms. Children may bring drinks as long as they are in a bottle with a sports cap. Any rubbish must be disposed of in the bins provided by the school.

Smoking is strictly forbidden in any area of the school site.

#### **What to wear**

The Kingfishers Swim Schools policy is that children in adult and child must wear tight fitting swim nappies to avoid contamination of the water. If the water is contaminated the pool will be closed which will result in disruption to further lessons scheduled. The policy also applies to children who are not yet fully toilet trained. Children are welcome to wear swimming costumes, swim trunks or baby swimsuits. Loose fitting short style trunks must be above the knee. Rash vests and sun suits are not permitted unless in exceptional circumstances prearranged with the Swim School. Children must wear one-piece swimming costumes.

Children & adults must remove loose hair bobbles / clips / head bands or sharp jewellery before swimming. They may block filters and cause considerable damage or cause injury to other swimmers.

All children with hair long enough to obstruct the eyes when swimming (with the exception of adult and child classes) must wear a swimming hat. Hats are also available to purchase from the poolside.

Outdoor footwear is not permitted poolside or in the changing rooms. Blue overshoes may be provided. Alternatively, please use the shoe racks provided outside of the changing rooms.

Goggles are optional for both children and adults.

### **Health & Safety**

Please do not run or allow your child to run on poolside.

Weekdays, adults and children over 8 must use the appropriate changing room after 5.30pm.

On Saturdays, adults and children over 8 must use the appropriate changing room at all times.

You must not bring your child swimming if they are unwell, if you are unsure please speak to a member of the Kingfishers Swim School team.

Sickness and diarrhoea: 48hrs clear

Chicken pox: must be dry and completely scabbed over.

Do not bring your child swimming if they have a fever, eye infection or an unexplained rash.

### **Verrucas**

The Kingfishers Swim Schools follow the Swim England guidance for verrucas. See below.

1. The majority of skin specialists are not in favour of treating verrucas. Many feel that because the virus is so widespread, it's better to spread it as much as possible and as early as possible in the lives of children.
2. The use of devices, such as plastic socks, to protect the feet should be discouraged. As with elasticated knee bandages, the socks have limited value other than of attracting attention.
3. The use of a waterproof plaster is sufficient to cover the verruca during lessons.

Parents are responsible for their children in the changing rooms before their lesson. Please escort your child onto poolside and stay with them until their teacher is ready to start their lesson. Once your child is in the care of their teacher, please move down the benches to the deep end or use the gallery. This will reduce the chance of accident around the poolside equipment used for lessons and is less distracting for the children during their lesson. When lessons are finished, please collect your child at the sticker chart table/changing room door. Children are not permitted to sit on poolside unless they are waiting for their lesson to start. If you have other children with you,

please use the gallery. This is for safety reasons. All children must be fully supervised and must stay with you at all times. The school site is not a playground.

Swimmers must not get into the swimming pool until the teacher says that it is safe to do so. If a swimmer needs to leave the pool before the end of the lesson, they must tell the teacher. Please do not leave the poolside or gallery during your child's lesson in case your child needs you. Please do not take your child out of their lesson without first informing their teacher.

Please do not allow children to run around the changing rooms or poolside as the floors are very wet and slippery. Please make sure you know where your child is at all times as the doors onto poolside can be opened by very small children.

If the alarm sounds, please leave the poolside through the nearest fire exit. Do not stop to collect your child or belongings. Your child's teacher will take your child to the nearest fire exit and meet you on the school playground. Foil blankets will be distributed. Please do not go back inside any building before it is deemed safe. Do not take your child home without first informing their teacher.

If a power failure occurs please follow the same guidance as above.

In the event of an accident, an accident report form will be filled out. This will be kept securely for 3 years following the accident.

### **Photography / Videos**

We do not allow any photography or video. We may occasionally allow photography or video to take place on specific weeks. This will be advertised at least 2 weeks in advance and strict rules will apply. If you have any questions regarding this please speak to a member of the Kingfishers Swim Schools.

### **Data Protection**

The Kingfishers Swim Schools are committed to ensuring that all data is kept confidential and stored safely for all swimmers. When registering for swimming lessons with the Kingfishers Swim Schools you will need to supply the swimmers name, a mobile phone number, an email address and any relevant medical conditions/history. The Kingfishers Swim Schools will not share this data with any third party unless we are legally requested to and therefore required to do so. This is in accordance with the General Data Protection Regulation (GDPR), for more information please refer to our Data Protection Policy on our website.

Class times will be sent out via text link before the start of each term. Your child will appear in a list of names and times with other children swimming on

the same day. If you do not want your child's name to appear, please inform us and provide us with a pseudonym.

### **1:1/2:1 lessons**

1:1 and 2:1 lessons are bookable in groups of at least 4 lessons. If you cancel your lesson, you will not be refunded unless the Swim School can successfully fill that place in time.

### **Adult and Child lessons**

All children attending Adult and Child lessons must be accompanied in the water by a responsible adult or carer of 16 years of age or older. Each child can have up to two adults with them in the water.

Parents / carers are responsible for their child at all times when they are in the pool with the child and must inform the teacher before the lesson of any issues or concerns that they may have.

Adults must also declare any medical/other conditions that may affect their ability in the water.

Adults do not need to be able to swim to assist their child, however they must be comfortable in waist deep water.

We ask that parents take used nappies home as the school does not have the means to dispose of them safely.

Changing tables are provided for your use, however we accept no responsibility for injury caused. Please use the straps provided and never leave your child unattended.

All under 3's must wear a swimming nappy. We recommend the Splashabout Happy Nappy as it is the most reliable system. However, if you opt for a disposable nappy, please ensure a further layer of protection is used (swim shorts or costume). The same rules apply for children who are not yet potty trained. The Splashabout Splash Jammers provide the same protection but in a grown up short style.

### **Lost property**

There is a lost property box situated in the gallery. Lost property will be placed into the box at the end of the evening. On occasion, we may advertise lost property found on our Facebook page.

Kingfishers Swim School do not take liability for anything left in the changing rooms, on poolside or in the gallery.

Vehicles are parked in the car park at your own risk. Please do not leave any valuables on display and always lock your vehicle.

### **Pupil Progression**

All children in adult and child classes, level 1A, 1B, 2 and level 3 will be provided with a sticker chart to record their progress towards their next award. Please bring this with you each week. Children may not always achieve a sticker each week, depending on the requirements of the award. Please note, Stanley awards are not the same as the Swim School levels. There is no specific time scale that children are expected to achieve these awards. Some children will achieve them more quickly than others. Ensuring your child attends every week will help them to progress.

Children will be assessed at the end of each term. Each level has specific requirements and if your child achieves the standard required they will be moved to the next level.

### **Equality and Diversity**

We work to the Swim England Equality and Diversity Policy statement.

The Kingfishers Swim Schools are committed to treat everyone equally within the context of their activity, regardless of sex, ethnic origin, religion, disability, age, sexual orientation or political persuasion.

The Kingfishers Swim Schools will ensure that equality is incorporated in all aspects of its activities and also recognises and adopts the Sport England definition of Sports Equality:

*Sports equality is about fairness in sport, equality of access, recognising inequalities and taking steps to address them. It is about changing the culture and structure of sport to ensure that it becomes equally accessible to all members of society, whatever their age, ability, gender, race, ethnicity, sexuality or socio-economic status.*

The Kingfishers Swim Schools are committed to everyone having the right to enjoy their sport in an environment free from threat of discrimination, intimidation, harassment and abuse.

### **Accessibility**

The Kingfishers Swim Schools are committed to providing lessons for all children, no matter their needs. We also hold disabled swim sessions. Please contact the swim school to discuss your individual needs.

**Fun swims**

Fun swims take place three times a year on the last week of each term (subject to change).

During fun swim weeks, all persons must use the appropriate changing rooms at all times.

Younger siblings and parents may join their child in the water. On Saturdays, older siblings may also swim. No friends or cousins will be permitted to swim.