

**Personal Details** All booking information is secure and will remain private. The parent or guardian of each bather is required to update PS of any change in personal information. All medical records and treatments relevant to swimming must be communicated to PS in writing.

**Marketing; PS will use and retain information provided to us by anyone who enquires about classes and a course at any of our venues .We shall only use this information to market and promote swimming lessons and associated goods and services provided directly by PS, Aqua Quacks Limited; Athis Limited and affiliated companies . Information is not shared with other parties or groups.**

**Classes** You will be informed of the time your class commences. The time stated is when the class starts. Classes will not be delayed to accommodate late arrivals. Class sizes are determined by PS. PS reserve the right to merge or cancel classes when numbers fall below 4.

**Late Arrival.** Swimmers will **NOT** be admitted to a class if they arrive poolside more than 15 minutes after the start of a lesson and between 10- 15 min late at admittance will be at the discretion of the teacher

**Teachers;-** PS reserves the right to change teachers at all times during a course, but will endeavour to keep any changes to a minimum.

**Assessment.** Assessments are carried out before a bather commences a course. The result of the assessment forms the basis of the class they are placed in which is judged to best fit the bather's ability. Bathers will be assessed during a course:

- Bathers who are progressing slower in a group may be asked to attend a more suitable class to ensure they can continue to improve at their own level and a suitable pace.
- You can request an assessment at any time. However a bather can only be moved to another class during the first three weeks of a course.
- Duck classes are for children aged 3 and over. Children allocated places with false dates of birth will not be refunded if the swimmer is asked to leave the course. (Parent and child classes at Bancroft commence at 3 years)**

**Badges / stickers** are award after the bather has achieved the standard required. Awards will be distributed after week three of the new term.

**Confirmation of places offered** Places are not confirmed until payment is received for any course.

**Refund Policy for lessons you cancel ;** In the event you cancel your place on a course before the start of a course a FULL refund will be issued. Cancellation during weeks 1 to 3 attract a 75% refund. This can be by cheque or credited to your account.

No refund is issued when you cancel lessons after week 3 as we are unable to resell the place.

**Absence Week 4-8 after confirming a place if a swimmer is unable to attend a course after week three the swimmer has 2 options:**

- Cancel their place for the rest of term, you will be placed on the waiting list and your account is credited for the remaining number of weeks in the term **LESS** one lesson (No cash repayment is issued. The swimmers account is credited)
- Return later in the term. Holding the place open return later in the term. No credit is issued.

**Absence Week 9-10-11.** No credits are offered for any reason

**Refunds or credited are not made if the bather is unable to attend a scheduled lesson during the term.**

**Alterations to terms dates and classes and SPARE dates.**

In the event that the host venue/school swimming pool requires to change the arrangements with PS which affects a class or course resulting in a class being changed, PS will inform all those attending the course of the change. Listed on the published timetable /notice boards / website are "SPARE" dates. PS will rearrange unscheduled closure to the nearest SPARE DATE or attempt to reschedule the class during half term or place an additional session at the end of the course. PS do not issue refunds in the event that swimmers are unable to attend a session that has been rescheduled to a SPARE DATE. In the event that a class cannot be rescheduled your account will be credited equal to one swimming lesson redeemable against future lessons or paid as a refund should you not return to swim with PS .

In the event of a significant closure spanning more than three weeks PS will make separate arrangements transferring fees to the next planned course or run an additional set of lessons.

**Course Etiquette and Supervision**

- As part of the teaching process and for safety it is essential that from time to time teachers will have physical contact with children. Parents/guardians acknowledge and accept such contact is required.
- Swim teachers will only register attendance on pool side.
  - PS Swim teachers will not accept the responsibility or guardianship of a bather until they are registered.
  - Parents and guardians are responsible for supervising their children until their charges are registered.
  - PS Swim teachers do not accept any responsibility to supervise bathers in the changing rooms or guiding them to or from changing rooms.
- Children under 8 must be accompanied into the changing room. Children under 8 should; use the changing room of the gender of the guardian accompanying them.
- Children over 8 must use the appropriate changing room for their gender
- Parents and Guardians must remain on the complex during the class for children aged fewer than 8.
- Bathers should wear appropriate swim wear including swim hats at all time. (Girls one piece costumes)
- Medical conditions include verruca and warts must be reported and action taken by the bather or guardian to protect other Bathers.
- All Bathers must shower and toilet before entering the pool.
- Parents and Guardians are requested
  - Not to speak to your charge during a lesson. Distracting a bather can disrupt the whole class
  - Do not use mobile telephones or cameras while on pool side. Mobile telephones should be turned on to silent.
  - Do not communicate or distract the swim teachers during a lesson. Please contact reception if you wish to speak with a teacher.
  - Do not allow a Bather to consume sweet drinks or any food for up to an hour prior to entering the water, swimming is an active sport and can occasionally cause upset stomachs. Any sickness is likely to cause closure of the pool and cancellation of swimming for all Bathers.

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PoolSchools Is not a competitive school. We aim to teach swimming to all ages and ability. While we take every precaution to ensure the environment is safe and and teaching methods ae safe and instruct the swimmers accordingly. We have to consider the action and behaviour of the swimmers and the impact on other swimmers. PoolSchools reserves the right to remove from a single class or the course ; anyone whose behaviour is considered potentially hazardous and disruptive to other swimmers.

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