

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:

- a. 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.
- b. 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.
- c. **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:

1. 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)
2. 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

1. 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.
2. Swim teachers will only register attendance on pool side.
 - a. PS Swim teachers will not accept the responsibility or guardianship of a bather until they are registered.
 - b. Parents and guardians are responsible for supervising their children until their charges are registered.
 - c. PS Swim teachers do not accept any responsibility to supervise bathers in the changing rooms or guiding them to or from changing rooms.
3. 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.
4. Parents and Guardians must remain on the complex during the class for children aged fewer than 8.
5. Bathers should wear appropriate swim wear including swim hats at all time. (Girls one piece costumes)
6. Medical conditions include verruca and warts must be reported and action taken by the bather or guardian to protect other Bathers.
7. All Bathers must shower and toilet before entering the pool.
8. Parents and Guardians are requested
 - a. Not to speak to your charge during a lesson. Distracting a bather can disrupt the whole class
 - b. Do not use mobile telephones or cameras while on pool side. Mobile telephones should be turned on to silent.
 - c. Do not communicate or distract the swim teachers during a lesson. Please contact reception if you wish to speak with a teacher.
 - d. 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.

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 teaching methods are 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.

Venue Pool Rules

Pool Rules are published in each venue. You are required to familiarise yourself with these and comply with them when attending the course. The swim school staff will enforce measures to minimize the risk of accidents, however any activity in water has inherent dangers, and not all circumstances can be foreseen. In this knowledge you are required to sign the enclosed booking form, giving permission for your child to receive swimming lessons, accepting that actions will be taken to safeguard your children/charges and that this may involve direct action on the part of the swim teacher or lifeguard. Lost property. PS does not collect or account for any property left in the premises.

Bancroft / Reigate/ Oxted/ Slinfold/Dunottar

(Pool Rules vary from time to time and by venue to venue .Please observe local variations published in the venue)

- a) No running on poolside.
- b) No fighting, bullying, ducking, bombing, pushing, shoulder rides or throwing other bathers into the pool.
- c) No face masks, flippers (fins) or snorkels to be used during any session (fitness swimmers may use fins for training purposes provided that swimming is confined to the lanes provided for swimming training).
- d) No inflatable toys are allowed in the pool.
- e) No eating or drinking on poolside (plastic water bottles may be allowed onto poolside for swimmers undertaking fitness training and requiring regular re-hydration as part of their program).
- f) No outdoor shoes permitted on poolside.
- g) Mobile phones should be on silent when on poolside
- h) No spectators permitted on poolside unless by prior agreement with the Supervisor.
- i) Children over the age of 8 are not permitted to use the changing rooms of the opposite gender.
- j) Parents are not permitted to use enter the changing rooms of the opposite gender
- k) No smoking anywhere within the grounds or facilities.
- l) All swimmers must wear swim hats.
- m) Accompanying adults must not leave children under the age of 8 unattended or beyond eye contact.
- n) No diving into depths of less than 1.8 m and then only shallow racing dives are permitted.
- o) No running dives, backward dives, dives without hands in front of the head, somersault entries or indiscriminate diving.
- p) No jumping onto floats/mats from the poolside.
- q) No standing on floats/mats.
- r) All bathers should wear appropriate clean swimwear.
- s) All bathers should follow directional lane signs when lane swimming is in operation.
- t) Photography is prohibited, unless prior arrangements have been made with the Manager.
- u) Valuables should not be left in the changing rooms.
We accept no responsibility or liability for items left anywhere on site.
- w.) **Bather should present themselves 3 minutes before the published time at pool side for the class to start.**
Swimmers arriving 15 min late are not accepted into the class. Teachers will apply their discretion when swimmers arrive 10 – 15 min late.

Terms and Conditions are sent termly by email.