



Terms and Conditions

- ❖ Beechwood Swim school uses email to send most communication. It is important that you ensure that we have an up to date email contact and that you let us know of any issues with receiving our email communication. Changes to other contact details should also be shared with us to enable us to communicate with parents should the need arise.
- ❖ By giving your email contact you are consenting to Beechwood Swim School contacting you by email for matters relating to the swim school and swimming lessons.
- ❖ Beechwood Swim school will also share your email contact with Beechwood Centre for the purposes of sharing other events and activities in the Beechwood Community Centre. If you do not wish for your email to be shared with Beechwood Centre (your email contact will continue to be used for matters relating to the swim school only) then please contact us in writing to withdraw your consent for this sharing to take place.
- ❖ Beechwood swim school operates a rolling policy for registration- children remain enrolled in our courses until notice of cancellation is given. As such, children remain in their current class until the class teacher moves them up a stage or parents request a change of class for other reasons, e.g. change of day/time.
- ❖ We ask that 1 months written notice is given for cancellation or requests to amend class times/dates - it is often possible to accommodate requests sooner than this, but this cannot be guaranteed.
- ❖ Payment for lessons is made via direct debit, paid monthly using GOCardless. The swim school will send out an email communication prior to collection to notify of the amount to be collected. GoCardless will also issue an email to confirm the amount to be collected and the expected date of collection. Failed payments will be requested again as soon as possible following notification of failure. Payments that have failed twice will not be requested again and the parent/guardians will be requested to make payment by an alternative method. If you are experiencing problems with payment or financial difficulties, please let us know as soon as possible, so that we can make alternative arrangements where possible.
- ❖ Unless otherwise discussed and arranged, children will be removed from registers and not able to attend classes if payment has not been made within two weeks of the due date.

- ❖ Where a child has been unable to attend their lesson but the lesson has run, refunds are not normally issued, as the costs for that lesson are still incurred by the swim school.
- ❖ Where the swim school is unable to offer the lesson, a credit is normally issued to the swimmer's account and is taken off the payment required for the following month. Where lessons are forced to finish part way through, the swim school will, at their discretion, offer either a partial or a full credit for that lesson.

Attending lessons:

- Parking at the centre is free but limited so, where possible, we advise that swimmers should walk or be dropped off if this is an option for them. Visitors are asked to park considerately, both when using the car park or if parking in the local vicinity. Please ensure that you park within the marked bays in our car park to ensure access for other vehicles. If the car park is full then please find suitable parking on the nearby streets, ensuring that you park legally and do not obstruct access to houses or driveways. The Beechwood Pub car park is private and any restrictions in place for this car park must be observed. Beechwood Swim School and the Beechwood Community centre are not responsible for any penalties or issues arising from illegal or inconsiderate parking.
- All swimmers, including adults who are entering the pool with young children, should arrive with costumes on underneath. Swimmers should wait in the reception area to be called forward for lessons. Immediately prior to the start of the lesson swimmers should remove their outer clothing and ensure they have goggles/swimming equipment ready. Any swimmers, whether children or parents, who are uncomfortable in removing outer clothing in the public areas are welcome to wait until they are on the poolside to remove outer layers.
- Children should come in appropriate clothing for their lessons - boys should wear shorts no longer than knee length; they may also choose to wear two-piece swimsuits designed for pool use. Girls should wear one-piece swimsuits or may choose to wear long sleeved/shorts suits that are designed for the pool. Very long or baggy shorts are generally not acceptable as they impede a child's ability to swim; two-piece bikinis are not generally suitable as they can increase risk of exposure during jumping in etc.
- Children may choose to use goggles during lessons. If they wish to use them they should bring them to the lesson ready to wear. On occasion, children may be asked to undertake tasks specifically without goggles; where goggles cause an excessive

amount of fuss during a lesson or provide a distraction the class teacher may exercise the right to remove them from the swimmer during the lesson.

- For health and safety, parents/guardians are not allowed to spectate poolside (unless exceptional circumstances, which must be agreed in advance with a manager) Once children have begun their lesson, parents will be invited to sit in the spectator area to view the lesson.
- Parents/guardians MUST remain in the building during the lesson. Parents/guardians may be needed poolside for a number of reasons during lessons, such as a young child needing the toilet; first aid or sickness issues; emergency pool closure.
- Parents/guardians should collect children promptly at the end of the lesson from the poolside door, where they can collect younger swimmers and enter the changing rooms or pass older swimmers their clothes. Any spectators of older children not entering the changing rooms should then wait for their swimmer in the reception area.
- Parents/guardians/swimmers are responsible for their own property. Clothes/property should be taken by a parent/guardian. The swim school or Beechwood Community centre do not take responsibility for any property left unattended and are unable to take care of property (valuable or otherwise). Where property is found after lessons it will be taken to the centre office and stored in lost property.
- Swimmers are the responsibility of the parent/guardian while in the centre and not in their lesson.
- For safeguarding, it is not permitted to use cameras/photography equipment poolside/in the changing rooms or from the viewing area during any lessons.

Before swimming:

- Please ensure children have been to the toilet. This helps prevent accidents in the pool and minimises disruption to the lesson
- Please ensure that long hair is tied back or that your child wears a hat. If your child wishes to wear a hat or goggles please ensure they are ready for use.
- Please shower before entering the pool - this minimises transfer of germs/bacteria into our pool water
- Do not bring an unwell child swimming - this is particularly important if your child has suffered from sickness/diarrhoea. Any swimmer suspected to be unwell may be refused entry to the pool. If you have any concerns or are uncertain please speak to the swim school/centre management prior to your visit or on arrival at the centre.
- Please ensure that the swim school has been informed of any medical issues/disability/behavioural needs as this helps us to provide the best experience

for your child. Long term issues should be noted on the child's records; if you have a short term/immediate need please inform the manager on duty or the lifeguard on the poolside that you need to get a message to the teacher for that lesson.

- If the swimmer is not potty trained (young children or medical needs) then suitable protection should be used. Please feel free to discuss with the swim school staff or centre management if you need any assistance with this. Those not potty trained may be refused entry to the pool if they are not using suitable protection.