

Seahorse School of Swimming – Terms & Conditions

Please note to confirm your place for the next term, payment must be made by the last lesson at the very latest. Lesson times change as your child progresses and fees are subject to change. If we cancel lessons an alternative will be offered and not a refund this could be during school holidays. We may need to put private lessons together at short notice.

Note that you are booking the time and not the teacher, so a replacement teacher may take the lesson.

Please note no Photography is allowed at any of the swimming pools. Swim hats must be worn.

Unfortunately, holiday, sickness, events and changing your mind regarding the lessons cannot be refunded deducted or replaced.

Swim School Lessons

Please note that lessons times change as your child progresses.

Seahorse School of swimming's lessons do not exceed recommended guidelines on teacher-participant ratios. In all cases the ratio will not exceed 20:1 and in many cases are much lower than this, especially in beginner lessons. For health and safety reasons no person must enter the pool hall until all members of staff are on site.

Our responsibility — all lessons are taught and supervised by fully qualified swimming teachers. We will supervise children pool side. However, teachers are available to offer assistance should an emergency situation arise elsewhere on the site.

Your responsibility — Children must be accompanied by an adult who will remain on site at all times during the lesson.

Changing facilities

In accordance with good safeguarding practice, children aged nine or over must not use the opposite-sex changing rooms, and parents/guardians of these children may not accompany the child into an opposite-sex changing area. For example, a female parent/guardian may assist her five-year-old son to dress in the girls' changing area but cannot accompany her nine-year-old son into the boys' changing area.

Child sickness and illness

We would request that all parents use their common sense when sending children to swimming lessons if they have been ill. Children should not participate in swimming activities if they have suffered from sickness or diarrhoea within the previous 48 hours. If you are unsure as to whether your child is well enough to swim, please contact your doctors. Lessons missed through sickness are not replaced or refunded.

Medical/Learning Conditions

Clients must declare to Seahorse School of Swimming any existing medical /Learning conditions that the child, or adult taking lessons. Please advise us of any changes in any medical condition or psychological condition as soon as they are aware of them. This information will be kept strictly confidential, it is at the discretion of Seahorse School of Swimming to accept or refuse any applicant to join in classes.

Immunisation

Seahorse School of Swimming recommend you visit the government website on vaccinations www.immunisation.nhs.uk or consultant your healthcare practitioner.

Holiday

Holidays booked cannot be carried over, refunded or deducted.

Lesson cancellation

Should we need to cancel a lesson, due to factors outside of our control e.g.: pool breakdown, water clarity, child sick in the pool or adverse weather conditions etc. we will endeavour to inform all parents/guardians using the email contact provided on registration forms. Please note, however, we cannot guarantee that this will happen— especially if a closure is decided at short notice. If your contact details change, please inform us via email. Where possible, we will attempt to reschedule the cancelled session(s) at the end of the term or during the half-term holiday. Note this may be during School holidays. No refunds will not be given, and lessons cannot be carried over.

Lesson Changes

If we need to change lessons in the event of an instructor being absent for a group or a private lesson, the swim school are within their rights to change the instructor to make sure that the lesson is covered, and no refunds will be given for lessons because of a change of instructor. We may also have to merge lessons together if we are unable to replace the teacher.

Payment/ Enrolment

All swimmers must re-book on at the end of term by making payment by the specified date and payment as per the Term dates/invoice. Failure to do this could lead to your child's place being offered to somebody else. Note fees are subject to change should pool costs increase.

Refunds

If lessons are cancelled by you after payment has been made, refunds will not normally be offered. unless exceptional circumstances. This includes changing your mind.

Failed payments

Due to charges imposed on us by our bank we must make a charge of £7.50 for any cheque, card or direct debit payment returned to us as unpaid. As a requirement of our insurance policy, any child who has not paid for their block of lessons or had a payment returned as unpaid will be unable to participate in their lessons until the term fee and £7.50 charge has been paid in full.

Code of Conduct

Any behaviour which can be perceived as threatening or abusive towards any member of our staff will not be tolerated. Anyone breaking this rule may be asked to not return. Anybody requested to not return will not receive a refund.

Data Protection

The information provided by you to us will only be used for the purposes of processing and administering the swim school. This is in accordance with the Data Protection Act (1998).

Swimwear

Swimwear should be swim trunks or 1-piece costume worn & swim nappies must be worn by younger swimmers.

Poolside viewing

Parents/guardians are invited to observe their child's swimming lesson on their first lesson and

every 6 weeks thereafter at Hilltop School Frinsbury Rochester. For health and hygiene reasons please remove outdoor shoes before entering the pool or shower area. Unfortunately, we are unable to allow observations of lessons outside these dates. (This does not apply to classes where children are accompanied in the water by an adult in the adult and child classes.

Child Protection

All teachers have read the Swim England wave power document and have an enhanced DBS. We are committed in providing a safe, caring, and friendly environment to our swimmers. We believe that the welfare of children is everyone's responsibility and that all children have the right to have fun, be safe and be protected.

Photography/Electronic equipment.

Without exception, there must be NO photography in the changing area or pool area of every pool. As most electronic equipment now includes a camera facility, these devices must be switched off while poolside and while children are dressing in the changing rooms. This includes but is not limited to phones, iPads/tablets, Nintendo DSs and Kindles. This is to protect both the device user and children. We would encourage all users to report any suspicious activity to a member of staff as soon as they can

Welfare

All swimmers should remove plasters and hair clips and jewellery must be removed before swimming in case they come off in the water and then cause damage to pool filters. Abuse to any member of staff either verbal or physical will not be tolerated. Clients must adhere to the instructions given to them regarding car parking, entry and exit route to pools. Seahorse School of Swimming cannot be held responsible for any consequential loss or damage to a client's vehicle or property whilst in the pool's grounds.

Lost Property

All property left in changing rooms or on poolside, and all property (including prams) left in entrance halls or outside, is left entirely at the client's own risk. We cannot accept any responsibility for the loss of or damage to any personal possessions.

Personal Belongings

Personal belongings left in the changing facilities and at the pool-side are left at their owner's risk, Seahorse School of Swimming accept no responsibility whatsoever for loss, theft or damage.

Course and session times

Lessons are 30 minutes long, and run in term time, however replacement lesson may be outside the term and therefore during school holiday.

Acceptance of terms and conditions

By making payment for classes you accept the terms and conditions of Seahorse School of Swimming.