



Terms & Conditions, Teaching Policies, Procedures and Parental Responsibilities

1 - General

- 1.1 All Fins Swim School teachers are either Amateur Swimming Association or STA Level 1 or 2 qualified. Our teaching assistants are working towards a relevant swimming teaching qualification. We have regular staff training sessions and have a staff education and mentoring system in place to ensure everyone is teaching the correct standards across the lessons. All staff have undergone an enhanced DBS check.
- 1.2 It is our policy to endeavour to provide temporary replacement Swimming Teachers in the event of any instructor absence.
- 1.3 If a teacher is absent, we reserve the right to join classes together if considered appropriate. We would always try to put a replacement teacher in place immediately however, if this is not manageable we would put the classes together to avoid cancellation.
- 1.4 We reserve the right to replace Swimming Teachers, if necessary, once a set of lessons has started.
- 1.5 Swimming Teachers are only responsible for pupils during their swimming lessons and parents/guardians are responsible at all other times. The swimming lesson begins when the Swimming Teacher accepts charge of the pupil and ends when the lesson finishes. Please supervise your child when using the changing rooms/toilets.
- 1.6 It is required that Parents remain within the pool area/poolside whilst the pupil is in their swimming lesson. This is in case of the unlikely event of a medical emergency, building evacuation or other emergency situation.
- 1.7 Parents/guardians must not distract the teacher during a lesson and should direct all communication through the reception staff. Parents/guardians attempting to speak with a teacher whilst lessons are in progress can distract the teacher from the supervision of the pupils in their lesson.
- 1.8 We continually monitor all members of the teaching staff to ensure they deliver lessons in accordance with the lesson plans set for the children's' ability.
- 1.9 A pool Lifeguard will be present during our swim programme, provided by the property owner.

2 - Pupil Illness

- 2.1 If your child is unwell, we recommend that you do not bring them to their swimming lesson.
- 2.2 If your child has experienced diarrhoea, they should refrain from swimming for 14 days after their last episode, as per recommendations provided by the NHS.

3 - Swimming Lesson Programme

- 3.1 Our swimming lessons run continually throughout the year, except for Easter weekend, Christmas, New Year and other public bank holidays.
- 3.2 Lessons are run in 10 weeks of 30 minute blocks (unless they fall on a bank holiday).
- 3.3 Pupil to teacher ratios at Fins Swim School will never exceed national guidelines set by the our awarding bodies. Our policy is to conduct lessons from beginners to improvers with 1 teacher and 1 assistant with 4-6 pupils, or 1 teacher with 1-3 pupils. National guidelines state that there should be 1 teacher to a ratio of 6 pupils when conducting lessons in the water.

4 - Swimming Lesson Dress Code

- 4.1 All children should wear correctly sized and fitting costumes/trunks. Baggy costumes/trunks can hinder movement/progress through the water.
- 4.2 Please ensure long hair is either tied back or, even better, a swimming hat worn to keep hair out of the child's face when swimming.

5 - Pupil Progression

- 5.1 All pupils in our 'learn to swim' programme work towards Swim Wales awards.
- 5.2 Progression of all pupils will be at the judgment of the teacher and the swimming company coordinator in accordance with the specified criteria of our swimming awards.
- 5.3 Pupils can be moved between classes at any time if they meet the skills/ criteria required to progress to a more suitable group and will not be deliberately held back until the end of the set of 10 lessons before progressing.
- 5.4 All pupils must meet and complete the skill criteria within each of the specified levels before a certificate can be issued. Please let us know if you require a certificate for your child. Certificates are £3 each and can be ordered at the front desk.
- 5.5 We do not move groups 'up' to the next level. Children may or may not stay with the same teacher for several sets of lessons. We cannot guarantee your child will stay with a preferred teacher for the duration of their time with us.

6 - Swimming Lesson Enrolments

- 6.1 Fees – It is preferable these are paid in advance for the entire set of 10 lessons, however we acknowledge that it isn't always possible for families with several siblings to be able to do this and in order for them not to be excluded from lessons, we offer the ability to pay weekly, bi weekly or monthly.
- 6.2 If you cannot attend a number of lessons in a row for medical reasons (i.e. broken bones, unavoidable operation etc. where your child will be out of the water for some time), please speak to us so we can agree a suitable plan of action.
- 6.3 Refunds for non-attendance, other than in cases mentioned in 6.2 above, will not be given. **Missed lessons must be paid for if you have not already paid in full.**
- 6.4 Payment can be made by Cash, Cheque (payable to Fins Swim School) or internet transfer to the following account – Fins swim school, sort code- 30-90-43, account no.- 02807913

7 - Renewing Swimming Lessons

- 7.1 We will email you with an invoice for the next set of lessons approximately two weeks before the current set of lessons end, offering the opportunity to renew for the following term.
- 7.2 Please advise us if you no longer wish to continue. If confirmation for a renewal is not received before the deadline date, we can no longer reserve your place in the next set and if another customer books the space, your space will be lost.

8 - Changing and Moving Lesson

- 8.1 You may request a change of time or day and we will endeavour to accommodate your request, but please be aware this may not be possible at the time of your request.

9 - Pool Closure and Cancelled swimming lessons

- 9.1 In the event that the pool owners deem it not safe to open the pool, for reasons beyond our control, we will make every attempt to contact our customers as we are notified.
- 9.2 All parents/guardians are encouraged to supply us with a mobile telephone number for quick communication purposes.
- 9.3 In the unusual event of a pool closure, a credit note will be given in lieu of future payment for the following set of lessons. In an instance where a pupil is not returning to our classes for a further term, a refund for those missed lessons only will be given.

10 - Cancellations

- 10.1 If after booking lessons you change your mind then please let us know so we can remove you from the register and offer the place to someone else. Where parents fail to notify us that their child/children will no longer be attending lessons with us, we allow a grace period of two weeks before the child's space is relinquished.

11 - Parking

- 11.1 Pontins has a large car park opposite the pool. The park management team have asked we ensure our customers park here rather than on the road outside the pool. This is to ensure that emergency services have clear access to the rest of the park in the event of an emergency.
- 11.2 Greenacres customers need to park in the large free car park on the left of Shore Road. The park and shop owners have requested we avoid parking in the customer bays once the holiday season starts.

12 - Communication

- 12.1 We like to encourage communication and welcome discussion of any points or issues to be raised with our staff. Please speak to us at the front desk where we will try to address any concerns or issues.
- 12.2 The lifeguards will be the people to resolve any poolside or changing room issues. Any problems regarding this should be conveyed through them.
- 12.3 Questions regarding the progression of pupils should be directed towards the reception staff who will be able to pass on the message and retrieve an answer for the following lesson

13 - Viewing

- 13.1 Parents/guardians are permitted on poolside.
- 13.2 We do ask that all spectators remain in the seating area in order to prevent any unnecessary distractions for the teachers and children. Please either remove outdoor footwear, or wear a pair of shoe covers (available at the desk) before leaving the green carpeted area to either access the changing rooms or sit at the small pool end of the building.
- 13.3 It is difficult for the teaching staff to gain full attention from their pupils if they are being distracted. Please allow teachers to do their job and avoid, if possible, being too interactive with your child once the lesson has commenced. Progress can be affected if children are not fully able to concentrate.
- 13.4 No photography or filming is permitted on poolside.
- 13.5 To keep the green carpeted area clean, please NO eating allowed on poolside while spectating. Drinks are allowed.