

1.1 General

All Swimming Teachers are Level 2 qualified and have current enhanced DBS checks.

Swimming Teachers will take responsibility for pupils during their swimming lessons, but parents/guardians are required to remain nearby (designated viewing gallery) so that if required the parent/guardian can deal with toilet breaks or any behavioural issues. Our staff will NOT take pupils to the toilet.

Parents/guardians must never distract the teacher during a lesson and should direct all communication through the Manager on Duty. Parents/guardians should not speak with a teacher during the period that lessons are in progress as it will distract the teacher from their class.

Each swimmer will be provided with a coloured swimming hat when joining Haileybury Swim Academy. A new hat will be issued when transferring to the next teaching stage. Lost or broken hats can be purchased from reception.

Our changing rooms and poolside are a no outdoor shoe and buggy free zone. This is to protect our swimmer's feet and provide the utmost hygiene.

2.1 Swimmer Illness

If your child is unwell, we recommend that you do not bring them to their swimming lesson. This is to safeguard all the other children and members of staff.

If your child has been ill with sickness or diarrhoea within the last 48 hours of their arranged swimming lessons, they should not attend their lesson.

3.1 Swimming Lesson Programme

Pupil to Teacher ratios are in line with Swim England Learn to Swim Framework.

Our Swimming Lessons are 30 minutes in duration, this allows 3 minutes to take the register and 2 minutes to exit the water and return children to parents.

Haileybury Swim Academy reserves the right to combine classes at short notice if necessary.

4.1 Swimming Lesson Dress Code & Hygiene

All children should wear appropriate fitting costumes, trunks and/or shorts specifically designed for swimming. Baggy costumes, trunks and/or shorts can cause drag and slow swimmers down. No bikini or tankinis are allowed to be worn. All underwear is to be removed.

No jewellery should be worn during a swimming lesson. It can pose a risk to other swimmers and the swimmers themselves.

Shoes are to be removed before entering the poolside. There are no allowances for outdoor shoes to be worn inside the changing rooms and on the poolside. Haileybury Sports Complex reserves the rights to remove memberships should this not be adhered to.

The use of goggles is permitted but pupils will be asked to remove them if they provide a distraction and when performing certain skills (unless there is a medical reason for goggles to be worn). We recommend the use of dioptric corrective goggles for anyone with a visual impairment.

We ask that all swimmers arrive at their lesson "beach ready". Please make sure your child uses the toilet before the lesson commences. All children not toilet trained should wear appropriate nappies and swim wear.

All Swimmers are required to wear a Swim Hat during their lessons (see section 1:4).

5.1 Progression

All swimmers will be working towards the "Swim England Learn to Swim Framework"

Swimming Teachers continually assess all pupils' progression.

Pupils will be moved up to the next class when they meet the skills criteria required.

Upon completion of a Stage, the swimming teacher will set the pupil to 'move' on Go Learn and the parent will be emailed notifying them of the movement needed.

We cannot guarantee a specific time slot on progression, as a space within the next stage may not always be available..

6.1 Payment - Direct Debit

A monthly direct debit will be set up with your bank at the time of joining. The payment will be taken from your bank account on the 1st of each month under Haileybury Enterprise Ltd.

If joining after the 15th of the month your payment will be prorated for the remainder of the current month and also full payment will be taken for the following month. After this payments will be taken one month in advance.

Over a 12 month period there will be 12 equal direct debit payments for a total of 50 swimming lessons.

We reserve the right to apply a Joining Fee where appropriate.

Haileybury Sports Complex reserves the right to change the price of swimming lessons at any time. You will be notified in writing with at least three months' notice of any changes taking place.

For any failed payments, Haileybury Sports Complex reserves the right to restrict access to the swimming lessons until a suitable payment has been made. Under these circumstances Haileybury Sports Complex will not guarantee the same space on the existing lesson.

Payments include 1 x 30 minute lesson per week at the agreed Stage of lessons.

6.2 Payment - Direct Debit Cancellation

The quickest way to cancel your direct debit is through the Home Portal. We also ask that you notify your bank. Alternatively you can contact our Swim Academy Manager for assistance. Cancellations for the following month need to be processed before the 15th of the month. If you are cancelling

after this date you will be charged on the 1st of the following month. We do not provide a refund for cancellations made part way through a month.

7.1 Swim Lesson Movements

You may request a change of time, day or Swimming Teacher and we will try to accommodate your request, provided a space is available.

Swimming ability and speed of progression will vary depending upon the swimmer.

8.1 Pool Closure and Cancelled swimming lessons

In the event of a pool closure we will make every attempt to contact our customers as soon as possible. This will be done through our online portal and emails will be sent.

If lessons are cancelled due a fault by Haileybury Sports Complex, customers will receive a refund for the cancelled lesson.

Haileybury Sports Complex reserves the right to cancel classes should numbers fall below our minimum numbers. If this happens you will be offered an alternative lesson of the same stage.

9.1 Missed Lessons

Lesson fees are non-refundable where the pupil has either missed lessons or decided to withdraw from the programme altogether.

In exceptional circumstances Sports Complex Management may exercise discretion for a refund but this would only be on production of a medical certificate or documentation from a medical centre, hospital or GP.

10.1 Swimming Teachers

We will use reasonable endeavours to provide the same instructor for each lesson. However, cover instructors may be used without prior notification.

We reserve the right to appoint a new teacher at any time and may, at times, need to provide an alternative teacher for a class or classes due to illness or for any other unforeseen circumstances.

In the event where a teacher is away for a long period of time we will try to keep the same cover teacher for the time period.

If a teacher is absent, Haileybury Sports Complex reserves the right to join classes together if considered appropriate and safe according to Swim England guidelines. We would always try to put a replacement teacher in place immediately however, if this is not manageable, we would put the classes together in order to avoid the cancellation.

11.1 Communication

We like to encourage communication and welcome positive and negative issues to be raised with our staff.

In the case of questions regarding swimming lessons, this should be directed towards our Swim Academy Manager.

All parents/guardians are required to ensure we have an up to date e-mail address and phone number for quick communication purposes.

12.1 Viewing

Parents/guardians are not permitted on poolside to view lessons but can sit in the pool viewing area. Parents must not interfere with the lessons or distract the swimming teachers.

We do ask that all spectators remain in the seating area in order to prevent any unnecessary distractions for the teachers and swimmers.

No photography or videography is permitted on poolside, the viewing gallery or in the changing areas without the prior approval from Sports Complex Management.

13.1 Behaviour & Conduct

Parents accept that their child is under the supervision, control and care of the Swimming Teacher, during the lesson period. Should the behaviour of the child be unsatisfactory and the class is being disrupted, the Swimming Teacher has the right to remove the pupil from the class.

14.1 Swim Safe Policy

All children under the age of 8 years old must be accompanied to their swimming lesson by an adult over the age of 16 years old.

Children should arrive for their lesson no earlier than 5 minutes before the start time.

The children will wait in their swim stage zone with their parents/guardians before the lesson begins

The teacher will take the children for their lesson from the parent/guardian.

Parents/guardians should return to the poolside 2 minutes before the end of the lesson and wait by the collection zone for their children to be returned to them.

At no time should the parent or guardian leave the facilities or use other parts of the centre whilst their child is partaking in Swimming Lessons.

15.1 Private Swimming Lessons

A course of Private Swimming Lessons consists of a block of 12 lessons.

All lessons must be paid at the time of booking.

A 24 hour cancellation notice must be provided by the client. Failure to provide notice will result in the lesson being forfeited.

Refunds will not be provided for missed lessons.