

Sidcot Swim School Terms & Conditions

Lessons

- Pre-Swimmer, LTS Stages and Social Swim Club sessions run in line with Sidcot School term dates. Adult lessons run in blocks of five weeks.
- Lessons are bookable by term
- Pre-Swimmer, LTS Stages and adult lessons are for a duration of 30 minutes. This time includes, registration, admin and assessment time plus up to 5 minutes at the start of the lessons to discuss any queries with parents/guardians
- We reserve the right to only accept a swimmer into a class being taught at a stage appropriate to them
- Swimmers are being continually assessed, if their Swim Teacher feels that the class is not the best stage for the swimmer a different stage will be recommended. If there is no lesson space available, the swimmer will be added to a waiting list

Registration/Swimmer Information

- Registration is to be made online at <https://sidcot.courseprogress.co.uk> for each swimmer
- Once registered if the swimmer has any medical, disability or addition needs please email swimschool@sidcot.org.uk with the details so this can be added to your account. This information will only be used to inform the Swim Teacher on any additional support the swimmer may need
- If any personal or contact details change, please keep us up to date by emailing swimschool@sidcot.org.uk

Payment

- Lessons should be booked online and paid for by credit or debit card upon check out. If a manual booking is made for you by the Swim School Coordinator payment must be made via bank transfer within 7 days to secure the lesson space
- Towards the end of the term you will receive automatic reminders to top up your account, if this is not done before the last lessons your child's lesson/session space will be released

Progress

- Pre-Swimmer and LTS swimmers may be moved up to the next stage at any point during the term, once their Swim Teacher feels they are ready to progress
- We cannot guarantee that the swimmer will be able to remain with the same Swim Teacher when moving stages
- Swimmers ability and speed of progression will vary within lesson groups
- Movements are made on a first come, first serve basis, we cannot guarantee a space will be available or at the preferred time slot
- If a space is not available in the next stage lesson the swimmer will be added to the waiting list, and allocated a lesson space once available. The swimmer may continue in the original class at the Swim Teacher's discretion
- Duckling and LTS stages certificates and badges are available free of charge on request

Absences/Illness

- Please do not attend lessons if the swimmer is feeling unwell
- Do not swim with 48hrs of a bout of sickness or diarrhoea
- No refunds are given for non-attendance due to forgotten lessons or short-term illness
- Credits for long term illness and holidays are available if agreed in advance with the Swim School Coordinator

Class sizes

- The Swim School Coordinator reserves the right to increase class sizes, within Swim England recommended safe supervision levels

Lesson Cancellations

- We will only cancel lessons when absolutely necessary, and with as much notice as possible
- Swimmers will be informed of lesson cancellations by email, and on the Sidcot Sports Centre Facebook page. For cancellations with less than 24hours notice we will also attempt contact you by phone
- A credit for the cancelled lesson(s) will be added to the swimmers account to be used against future bookings
- We reserve the right to cancel any lesson if the occupancy level falls below 50% of capacity. Swimmers will be offered a lessons of the same level

Poolside/Site rules

- All visitors to the Sports Centre must sign in at the Reception desk
- There are no shoes to be worn on poolside, past the yellow line
- All under 16's must have a responsible adult with them at all times
- Cars must be parked in the Main Sidcot School car park, with the exception of disabled badge holders who may use the Disabled parking bay in front of the Main School building
- Pedestrians must use the sign posted footpath from the car park to the Sports Centre, and must not use the vehicle access gateway
- Whilst on site Swim School customers are not permitted anywhere other than the car park and Sports Centre, and transition between the two without prior permission
- Sports Centre staff reserve the right to refuse entry, or ask anyone to leave if any swimmer or spectator displays unacceptable or inappropriate behaviour, or disrupts lessons
- The use of photographic or video equipment is strictly prohibited on site without prior approval from Sports Centre Management
- Swimmers with long hair must wear it tied back or use a swimming cap for lessons
- All jewellery must be removed prior to entering the pool
- All visitors age 8+ must only enter the correct gender changing room. Please speak to Sports Centre Management if you require alternative change arrangements