

# Sailfish Swim School Terms and Conditions

## General Terms:

**Please do not arrive more than 2-3 minutes prior to the lesson.** Swimmers should not eat for at least one hour prior to swimming.

Children must go to the toilet before they enter the water as this helps to keep the pool clean and maximises their learning time.

**Swimming hats must be worn by all children with shoulder length hair or longer.** Goggles may be worn.

Children must not run or act inappropriately once within the pool building. We will not be responsible for any injury/accident caused as a result of children and/or parents failing to abide by these rules.

Please be quiet upon entering / leaving the premises.

Swimmers / visitors are not permitted to play in the garden.

## Payment:

**Payment must be made prior to the commencement of the new term,** non-payment may result in your child losing their space. Under exceptional circumstances and subject to agreement with Sailfish Swim School payment may be made via instalments, again these instalments need to be made in **advance** of lessons. Refunds will not be given for lessons not attended by the swimmer, although catch up lessons will be offered where possible.

## Re-enrolment:

Swimmers already having lessons with Sailfish Swim School will have automatic enrolment for the next term provided payment is received on time. If you do not wish your child to be re-enrolled please let us know before the end of the current term.

To ensure that your swimmer receives the best level of teaching we may have to mix groups to match abilities, if we do this we will endeavour to minimise disruption where possible.

## Holidays:

If you wish to take a holiday during the term, you will still be charged for the full term. You will of course then retain your place on the course for that term.

## Cancellations:

Refunds / credits are not given if your child refuses to get into the water or you change your mind.

## Photography/Video:

Please be aware that for reasons of child protection photography/videoing on the pool premises is not permitted. This includes cameras, mobile phones, tablets or any other image capturing device.

## Pool Closures:

Pool closures happen on rare occasions, making it necessary to cancel lessons. Where possible we will reschedule if this is not possible we will offer a full refund or credit for the following term.

## Sickness:

If your child is sick, has a heavy cold, sinusitis or an ear infection, they are requested not to swim. Refunds or credits are not given for sickness.

If there are any signs of stomach upset and/ or sickness you are required to wait 48hrs until you swim with us.

If a swimmer has broken a limb, requires an operation or has been given a medical reason why they cannot attend the remaining lessons, then we will consider transferring the lessons to the next term, or offering extra lessons if we can accommodate this.

## Our Guarantee:

We guarantee to provide safe, quality swimming lessons that build confidence and ability, using qualified swimming teachers at all times.

A qualified teacher leads each small class of up to 3 children. Although advanced swimming groups may be larger. In the event of teacher absence we reserve the right to provide an alternative teacher without notice.

If you have any issues you would like to raise in relation to your child's lessons, please contact the office straight away, as it is will be more difficult to address these if you leave it until the end of term.

## Parental / Guardian Responsibilities:

Parents are responsible for their children in the changing area. Children are not Sailfish Swim School's responsibility until the child steps into the pool.

During lessons parents must not interrupt or communicate with the teacher, distract the pupils or approach the poolside, unless it is a matter of health and safety, as you may endanger the safety of the pupils and other pool users.

Parents should remain in the pool building when their child(ren) is/are swimming

## Liabilities:

Sailfish Swim School is not liable for any damage or loss to property whilst in the premises (whether being worn or left in the pool/changing rooms) or within the grounds/car park of the premises.

Sailfish Swim School will not accept any liability for any accident or injury (including any fatality) to any parent, child, guest or visitor that may occur on the premises or within the grounds/car park of the premises, other than liability which may arise from the negligence of Sailfish Swim School or its staff.

Any such incidents must be reported to Sailfish Swim School immediately.