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**Bears Swim School Lesson Terms & Conditions**

(A) **Teaching Policies, Procedures and Parental Responsibilities**

1. All Bears Swimming Teachers are Swim England/STA qualified and have

the relevant DBS checks before they are allowed to teach.

2. Swimming Teachers will take responsibility for pupils during their swimming

lessons, but and parents /guardians are required to remain nearby (poolside viewing or designated viewing gallery) so that if required the parent / guardian can deal with toilet breaks or any behavioural issues. Bears staff will NOT take pupils to the toilet.

3. Parents/guardians must remain on the premises whilst the pupil is attending their

swimming lessons. This is imperative in case of the unlikely event of a medical emergency, building evacuation or other emergency situation. It is the parent/guardian’s responsibility to supervise/watch their child get to and from their teaching station ensuring a prompt pick up at the end of the lesson. Pupils must be collected promptly at the end of the lesson.

4. Parents/guardians must never distract the teacher during a lesson and should direct

all communication through the reception staff or the Head Teacher (if available). Parents/guardians should not to speak with a teacher during the period that lessons are in progress as it is dangerous and will distract the teacher from the supervision of the pupils in their lesson.

**(B) Pupil Illness**

1. If your child is unwell, we recommend that you do not bring them to their

swimming lesson.

2. If your child has been ill with diarrhoea they should not attend their lesson. To

protect others, they should not swim for at least a week after it has completely cleared up.

**(C) Swimming Lesson Programme**

1. The majority of our **‘**learn to swim’ programme classes are held over a 30-minute

timeslot which includes time to take registers and assessments.

2. Pupil to Teacher ratios are developed in line with Swim England Guidelines.

3. Bears Swim School reserves the right to combine classes as short notice if necessary.

**(D) Swimming Lesson Dress Code & Hygiene**

1. All children should wear appropriate fitting costumes/trunks and shorts specifically

designed for swimming. Baggy costumes/trunks can hamper movement.

2. No jewellery should be worn during a swimming lesson. Religious or medical

bracelets are allowed but should not distract the swimmer from their lesson.

3. The use of goggles is permitted but pupils will be asked to remove them if they are

providing a distraction and when performing certain skills (unless there is a medical reason for goggles to be worn). We recommend the use of dioptre corrective goggles for anyone with a visual impairment.

4. All swimmers should shower before their lesson. Please ensure that all hair gel/body

lotions etc are removed. This will help to keep the water clean. Make sure your child uses the toilet before the lesson commences. Please ensure your child showers after the lesson.

**(E) Pupil Progression**

1. All pupils on the ‘learn to swim’ programme work towards the “Swim England Learn

to Swim Framework.

2. Swimming Teachers continually assess all pupils’ progression throughout the term.

3. Progression of all pupils will be at the judgment of the swimming teacher and in

accordance with the progression within the criteria of the “Swim England Learn to

Swim Framework”

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

and if there is adequate room in the next Stage for movement to the next Stage.

5. Upon completion of a Stage, the parent/guardian will be contacted explaining that

the child is ready to move up to the next Stage via assessment card. Parents should then report to the desk to secure their child’s new class.

6. Certificates and badges can also be purchased at the desk.

7. Due to the continuous progressive nature of our programme, and the variety of

ability levels within each session, we cannot guarantee a specific time slot on progression, as a space within the next stage may not always be immediately available. Those waiting for spaces will be kept in their current stage until a place becomes available.

**(F) Swimming Lesson Payment**

1. All fees for swimming lessons must be paid at the start of each eight week

 programme.

2. The Eight week fee, upon request, may be split into two payments taken on week one and five.

3. Card or cash payments can be taken at the desk.

4. Any swimmer joining mid-programme will be charged pro-rata.

5. Bears Swim School reserves the right to change the price of swimming lessons at any time.

6. For any late or missed payments, Bears Swim School reserves the right to restrict access to the lessons until a suitable payment has been made.

**(G) Changing and Moving Lesson**

1. You may request a change of time, day or Swimming Teacher and we will try to

accommodate your request, provided a space is available. If you cannot be accommodated at that time your child will be added to the movements list.

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

**(H) Pool Closure and Cancelled Swimming Lessons**

1. In the event of a pool closure we will make every attempt to contact our customers

as soon as possible. Contact will be via text message, facebook and on our website.

2. Customers paying for swimming lessons will be provided with a catch-up lesson to

replace the missed session, depending upon availability. In the event catch up lessons are not available, payment will be carried over to the next programme.

3. In the event of a planned pool closure wherever possible you be offered an

alternative class to accommodate your lesson.

**(I) Missed Lessons**

1. Lesson fees are non-refundable where the pupil has either missed lessons or

decided to withdraw from the programme altogether.

2. Lessons run consecutively, the lesson credits will be utilised as each lesson takes

place regardless of pupil attendance (with the exception of pool closure/lesson

cancellation).

3. In exceptional medical circumstances management may exercise discretion on a

credit note.

**(J) Changing Teacher**

1. We will use reasonable endeavours to provide the same instructor for each lesson

within a course. However, relief instructors may be used without prior notification.

2. 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.

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

same cover teacher for the time period where possible.

4. If a teacher is absent, we reserve 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. This would be an extremely rare occurrence as additional teachers are usually available to cover any such eventualities.

**(K) Communication**

1. We like to encourage communication and welcome issues to be raised with our

staff.

2. The management team will be the people to resolve any poolside issues. Any

problems or issues should be conveyed through them.

3. Questions regarding the progression of pupils should be directed towards the

admin team and head Teacher that will be able to pass on the message to the relevant member of staff, who will then contact you to discuss the pupil.

4. All parents/guardians are required to complete a personal information form with a valid e-mail address and phone number for communication purposes.

**(L) Viewing**

1. Parents/guardians are only permitted in the pool viewing areas.

Where pool viewing is on poolside, parents must not interfere with the lessons or distract the swimming teachers.

2. We do ask that all spectators remain in the seating area in order to prevent any

unnecessary distractions for the teachers and make every effort to ensure that all footwear is clean, wearing shoe covers when provided.

3. It is difficult for the teaching staff to gain full attention from their pupils if they are

being distracted; progress can be affected if children are not fully able to concentrate.

4. No photography or filming is permitted on poolside or in the changing area without

the prior approval from the Centre Management.

**(M) Behaviour & conduct**

1. 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.

2. The teacher may employ reasonable measures as are necessary to maintain the

smooth delivery of the class. We reserve the right to request that your child should be removed from classes should they persistently disrupt or are seen to be putting themselves or anyone else at risk during the class. If a child is removed under these circumstances and suitable alternatives arrangements cannot be made, no refund will be provided.

Changes to Terms and Conditions – Bears Swim School reserves the right to amend these Terms and Conditions. Reasonable notice will be provided to any changes and customers will be made aware of any changes.

Bears Swim School Terms & Conditions 2019