

Wessex Swim School Terms and Conditions

Welcome to Wessex Swim School, we provide safe, high-quality swimming lessons, tailored to the needs and abilities of each individual, using STA and Swim England qualified teachers. It is important for all members of Wessex Swim School to agree and adhere to our Terms and Conditions, which are detailed below. Your agreement with Wessex Swim School will be considered in effect upon booking with the swim school. This booking may have been made through email, over the phone or in writing.

Enrolment

When you/your child join Wessex we require payment for the terms fees in full prior to the first lesson. Lessons are booked by the term, if the term has already started, you will be charged for the remaining lessons in the term. You will be notified when booking the cost of the terms fees. Due to the high-volume of enquiries we receive, we are unable to reserve spaces without payment. Bookings are taken on a first-come, first-serve basis, as demand is high, and so prompt enrolment/re-enrolment is advised. We require all parents and swimmers to agree and adhere to Wessex Swim School's Terms and Conditions.

Reenrolment

Around half-way through the term, you will be asked if you would like to enrol for the following term. These payments can then be split into three instalments. The payment of the first instalment is required as a deposit to secure a place in the following term. Swimmers currently enrolled with Wessex Swim School will have priority regarding enrolment for a new term, provided reenrolment is completed and a deposit payment has been received by the set deadline. If the deposit isn't paid by the set deadline, spaces held for current swimmers will then be opened up to new customers. If you wish to request a change of time/day/location, please e-mail the office at info@wessexswimschool.co.uk, and we will endeavour to arrange this for you wherever possible. We are unable to reserve spaces without payment.

Payments

Wessex Swim School accept payments via PayPal, bank transfer, cash, cheques and card payments over the phone. We do not accept American Express.

Cancellations

The terms of this clause are not intended to affect your statutory rights. All requests to cancel membership must be made in writing, with supporting medical evidence if applicable. Deposits taken for re-enrolment are non-refundable and cancellations after the start of term will receive no refund. Refunds or credits are not given if your child refuses to get into the water. Wessex Swim School reserves the right to change or cancel sessions at any time. Arrangements to reschedule will be made where possible, if not, credits in the form of an additional lesson will be given.



Missed classes cannot be refunded, re-arranged or carried over to the following term. Any cancellations due to power cuts, adverse weather or disasters will not be refundable, as these are out of our control.

In the event of exceptional circumstances, a refund may be granted, even if the term has already begun, however evidence, such as a doctor's letter, may be requested – this is entirely at the discretion of Wessex Swim School.

Holidays

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

Staff

All instructors are qualified, insured and experienced swimming teachers with the relevant ASA/ Swim England certificate(s). We pride ourselves on our high teacher to swimmer ratio, with a maximum of 1-3 ratio for children learning up to Stage 6. From Stage 6, this ratio increases to a maximum of 1-5, however the lessons also increase in duration from 30 minutes to 45 minutes.

As some physical contact with your child is unavoidable all staff adhere to Child Protection Procedures and are DBS (CRB) checked regularly.

Wessex Swim School reserves the right to replace advertised teachers or courses where unavoidable.

If a teacher is unwell or cannot attend a session, Wessex Swim School will endeavour to provide a cover teacher.

Pool Closure

Pool closures do occur occasionally, making it necessary to cancel lessons. Wherever possible, we will e-mail and text you. Please ensure we have up-to-date emergency contact details for you.

If a pool is closed due to a fault on our part that is within our control, or on the pools part, such as pool plant failure, or other issues, then that lesson will be credited to your account with Wessex Swim School.

For pool maintenance closure for which advanced notice is given, you will be advised during the enrolment process and the cost of that lesson will be deducted from the fee for that term.

Lost Property

Wessex Swim School does not accept responsibility for any damage or loss of property left on the premises.

Illness and Medical

When you have booked in for lessons with Wessex Swim School, and therefore have accepted these terms and conditions, you are responsible (if you have answered 'yes' regarding any medical conditions) for checking with your doctor that there is no issue for yourself or your child to swim.



Medical conditions must be disclosed to Wessex Swim School regarding yourself, your child, or any guardian who is attending swimming lessons with your child. All information received is treated in confidence and with sensitivity.

Under no circumstances should a student attend lessons if they are unwell and should not attend until they have been clear of all symptoms 48 hours prior to attending a lesson.

We recommend students do not attend lessons if they have an ear infection, a heavy cold or sinusitis. If students have a verruca they should ensure it is covered for their lesson or they wear a verruca sock. Refunds are not given for lessons missed due to illness.

In accordance with advice from the NHS, adults and children must not swim if they have had a diarrhoeal illness in the past 14 days.

If a student has broken a limb, requires an operation or has a medical reason why they cannot attend the remaining lessons in a term, then we will transfer the lessons to the next term. This is subject to a doctor's note being received. Only the number of weeks remaining from the term will be carried over and the weeks cannot be backdated for missed lessons.

Supervision

All users of our pools are to abide by the individual rules of each location. Parents/guardians are responsible for their children at all times in the changing and entrance areas. Children should always be under the direct supervision of an adult, and should never be left unattended. Children are not Wessex Swim School's responsibility until the teacher takes them for their lesson.

Parents should remain in the pool building when their children are swimming.

Students over the age of 8 should change in their appropriate sex changing room.

In the absence of any proven negligence, lack of due diligence or breach of duty by the teacher or Wessex Swim School, the participation of yourself, your child or those in whose care you have placed your child for the purpose of attending or observing Wessex Swim School lessons is done so entirely at your and their own risk.

Any incident must be reported to Wessex Swim School immediately via email or phone – info@wessexswimschool.co.uk

02380 273657

Behaviour Standards, Code of Conduct and Exclusions

Swimmers should not eat for at least an hour prior to swimming.

Swimmers should make use of the toilet facilities and showers before their lesson as this helps to keep the pool clean and maximises their learning time.

Food and drink should not be taken into the changing rooms or poolside.

Buggies should not be taken into changing rooms, please leave them outside.

Shoes must not be worn in changing rooms or on poolside.

Please arrive around 10 minutes before your lesson, to ensure you are ready for the start of each lesson.

Whilst waiting for your class, please keep noise on poolside to a minimum.

Swimmers should only enter the pool once their teacher has instructed them to do so.



The following behaviours are not allowed on poolside: running, diving, jumping, ducking, fighting, bombing, shouting and throwing items. A warning will be given for any of these behaviours, and if this still persists you will be asked to leave.

Appropriate swimwear should be worn at all times in the swimming pool and communal changing areas.

To avoid injury, we recommend that swimmers remove glasses during lessons.

Jewellery can be a hazard and should not be worn during lessons, including earrings.

During lessons parents/guardians must not interrupt or communicate with the teacher, distract the swimmers or approach the poolside, unless it is an emergency, as you may endanger the safety of the swimmers or other pool users.

Please ensure long hair is tied back before all lessons.

Wearing swim hats is mandatory at all our locations, unless a medical reason prevents a child from wearing one.

Wessex Swim School expects all students, parents and guardians to behave in an acceptable standard at all times. We reserve the right to exclude anyone who fails to maintain this standard.

Every one of our students, teachers, staff members, parents and guardians deserve to be treated with respect, regardless of their age, gender, racial origin, disability, religious beliefs, sexual orientation, economic background or level of ability. We do not tolerate discrimination or bullying of any kind. Any verbal or physical act of aggression made by anyone towards a member of staff, student, parent or guardian will result in the exclusion of this person from the swim school. If the matter is deemed serious enough, the relevant authorities i.e. the police may be contacted.

Pool Safety

In the event of any emergency the supervisor will follow the pools emergency action plan (EAP). Should it be necessary to clear the pool, when the instruction is given, all swimmers will move to the sides of the pool, leave the water and stand back from the edge of the pool. Should it be necessary to evacuate all spectators, swimmers and teachers from the building, no attempt should be made to recover possessions from the changing rooms or anywhere else in the building.

Complaints

Wessex Swim School prides itself on our high-quality teaching and we take any complaints very seriously. If you are not satisfied with the service you have received, we want to know as soon as possible. If you have a concern on poolside, the first point of contact is the supervisor, who will be wearing a bright green t-shirt. If the supervisor cannot resolve the issue on poolside, the complaint will then be passed onto the office. You may be asked for your statement of events, which can be recorded in person, over the phone, via email or by letter.

info@wessexswimschool.co.uk

02380 273657

Wessex Swim School, 46 Leigh Road, Eastleigh, Hampshire, SO50 9DT



If the complaint is related to the facilities, this will be passed onto the pool managers. The pool managers are independent from Wessex Swim School and are employed by Godolphin School, Kings' School, Bishops Waltham Junior School, Sports Direct Fitness and Regents Park Community College. A member of the office will contact you once a resolution has been reached.

Termination

Wessex Swim School reserves the right to terminate the provision of services to you, at any time and without refund, if you or your child:

1. Fail to comply with the terms contained within this agreement;
2. Fail to act reasonably and with regard to the health and safety of yourself and others;
3. Do not comply with the reasonable requests or any Wessex Swim School member of staff; and
4. Where for any reason the behaviour of you, or your child, is considered disruptive and likely to affect the rights of other class members or affects the safety of any person.

Child Protection

Every member of staff at the Wessex Swim School has the duty to act if they suspect a child may be suffering from abuse or if a child, a parent or guardian makes a disclosure about abuse. Every member of the swim school has the opportunity to report any concerns and suspicions. Any concerns about a child or vulnerable adult in the swim school should be sent to our Managing Director Nikki and the Office team.

nikki@reesleisure.co.uk

info@wessexswimschool.co.uk

Photography

Please note that due to child protection regulations photography (including camera phones) and video filming are not permitted during Wessex Swim School lessons or photo sessions arranged by Wessex Swim School.

Official photo sessions are, on occasion, offered by Wessex Swim School throughout the year for which we obtain signed consent. We will inform you of any official photo sessions in advance.

Wessex Swim School may request the use of our photographs, including those taken at official photo sessions, for publicity. We will always obtain your consent for using photographs in any way for marketing.

Intellectual Property

All Wessex Swim School photography, logos and illustrations are the copyright of Wessex Swim School (or credited parties).



Any scanning or reproduction of any of the above without our written agreement will be regarded as being an infringement of our copyright. We will act to protect our copyright at all costs using legitimate and appropriate means.

Data Protection

Parents and swimmers consent to Wessex Swim School processing any personal data collected through the enrolment/reenrolment process. Data will not be sent to any third party. Further details are available in our Privacy Policy.

Changes to Terms and Conditions

Whilst we do operate as transparently as possible, it is sometimes not possible to notify customers about changes to our operating policies. As such, the Wessex Swim School reserves the right to change these terms and conditions without notice. These terms and conditions are correct at time of publication.

Contact Us

Should you require any further information or advice please do not hesitate to contact us - 02380 273657

info@wessexswimschool.co.uk

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