



## **SEA LION SWIM SCHOOL TERMS AND CONDITIONS**

### **Parent / Guardian Responsibility**

It is the responsibility of the Parent / Guardian who has signed the Booking / Re-enrolment form to ensure that the person who accompanies their child/children to the lessons is made fully aware of the Sea Lion Swim Schools Term and Conditions including our Sea Lion Safety Policy.

### **Registering**

All children need to be registered before the start of their lesson at the reception desk located outside the pool.

### **Safety Policy**

We require all parents/guardians to adhere to our safety policy which can be found on the website.

### **Speaking with the Teachers**

Please do not interrupt teachers during their lessons. If you have a general enquiry, please email us at [info@sealionswimschool.co.uk](mailto:info@sealionswimschool.co.uk) If it is urgent, please speak to one of the poolside team who will speak to the teacher.

### **Food, Drink, Shoes**

Food and Drink is not permitted on the poolside at any time. Shoes must also be removed before entering the changing area onto the poolside or overshoes must be worn

### **Class Sizes**

Sea Lion Swim School will endeavour to keep the class sizes at 7 per beginner classes, 8 per advanced classes and 15 per each length class but reserve the right to change the size and structure without notice.

### **Pool Hire**

Sea Lion Swim School hires the pool from St Albans High School for Girls so is therefore not directly responsible for the pool maintenance. Sea Lion Swim School adheres to the regulations laid down by the letting facility for the pool. Please follow any instructions given by the teacher regarding this.

### **Late Arrivals**

Children need to be on the poolside at least **5** minutes before the start of their lesson. If more than 5 minutes late you will not be permitted to swim.

### **Leaving Children Unaccompanied**

Parents and Guardians must always be present in the building in case of an emergency and must be on poolside to collect them at the end of their lesson.

### **Payments / Refunds**

All lessons must be paid for in advance and in full. If a cheque is returned to us from the bank we will charge an admin fee of £4.00 each time the cheque is presented. The course fee is non-refundable. We are unable to refund, credit or replace missed lessons that may occur, including sickness, school, work, social commitments, transport difficulties or holidays.

### **Re-enrolment**

If your form is not returned by the end of re-enrolment week, we will presume that your space is no longer required and offered it to another child from the waiting list. Payment can be accepted either in cash or by cheque made payable to Sea Lion Swim School.

### **Cancelled Lessons**

If Sea Lion Swim School has to cancel a lesson, we will endeavour to add an alternative date. If we have been unable to give 5 days' notice to customers offering an alternative date we will offer credit notes in lieu of payment for the next term; however, no refunds will be offered in the case of circumstances outside of our control Force Majeure such as Adverse Weather conditions, power interruption, 'acts of god' as deemed to be contractually outside of our control.

### **Missed Lessons**

Please note that lessons are **not** transferable between Saturdays and Sundays or class times.

### **Behaviour**

In the event of a swimmer, parent, guardian, sibling or other associate refusing to obey an instruction from a member of staff, behaving in an unruly manner towards a member of staff or any other person, or causing damage to pool premises or any of the furniture fixtures or equipment in those premises, the swimmer shall not be permitted to continue with the lessons. Sea Lion Swim School shall then have the right to terminate the contract without further notice and without being required to offer any credit or refund to the swimmer and the swimmer shall not be accepted for any future course.

### **Hats**

Swimming hats **must** be worn each lesson.

### **Jewellery**

For Health and Safety reasons, jewellery must be removed before entering the pool. We will allow one pair of small stud earrings but no bracelets, chains, necklaces, rings, ankle bracelets or friendship bracelets must be worn in the water

### **Changing Rooms**

There is a communal changing area, individual cubicles and designated male and female changing areas. Please ensure that if you are using the male and female areas that anyone of the opposite sex aged over the aged of 8 years old uses the correct changing room. Please do not leave any items in the changing cubicles during your child/children's lessons or the corridor area. Please use the lockers and shoe rack provided.

### **Showers**

Showers are available for use and are situated in the changing rooms and must be used before entering the pool.

### **Videos and photography**

Photography and videoing including mobile phones of the lessons or in the changing area or other communal area is **strictly forbidden**.

### **Valuables**

Sea Lion Swim School will not accept liability for the loss of or damage to any personal effects brought to any lesson and you are therefore requested to ensure that no valuable items are brought to the swimming lessons.

### **Child Protection**

We adhere to the Child Protection Policy laid down by the Amateur Swimming Association. You can download a copy of this from our website [www.sealionswimschool.co.uk](http://www.sealionswimschool.co.uk)