

Swim School Terms and Conditions

Definitions: 'USSCSS' = Uppingham School Sports Centre Swim School; "Bather" = an individual receiving tuition.

Personal Details: All booking information is secured and will remain private. The parent or guardian of each bather is required to update USSCSS of any change in personal information. All medical records and treatments relevant to swimming must be communicated to USSCSS in writing.

Classes: You will be informed of the time your class commences. In order to receive the full tuition time and to show courtesy to others in the class, please ensure the bather is changed and ready to start the class 5 minutes before the time stated. Classes will not be delayed to accommodate late arrivals. Class sizes are determined by USSCSS. USSCSS reserves the right to merge a class when numbers in one class fall below 4.

Assessment: Assessments are carried out before the course commences to ensure bathers are placed in a group thought to be close to their ability. Bathers will be continuously assessed throughout the course.

- a. Following assessment, bathers that progress faster than others in their group may be offered a place in another class.
- b. Bathers who are progressing slower in a group may be asked to attend a more suitable class.
- c. Parents/guardians may request a separate assessment should they wish, which will be conducted outside the lesson.

Badges and Certificates will be awarded after the bather has been assessed and considered to have achieved the standard required.

Awards will be distributed at the end of each course. Badges and certificates are an additional cost (you will be informed if and when your child is entitled to purchase a certificate/ badge).

Payment is required in full prior to the start of any course.

Cancellation: If the event you cancel a course booking the following shall apply;

If the cancellation is made more than 7 days before the course booking USSCSS will issue a full refund;

If the cancellation is made between 4 and 7 days before the course booking USSCSS will issue a full refund subject to a 20% administration fee;

If the cancellation is made less than 4 days before the course booking USSCSS will be entitled to keep 100% of the fee and such sum paid shall be non-refundable.

Alterations to terms dates and classes: In the event that the Centre or school changes arrangements with USSCSS which affects the time a class or course takes place, USSCSS will inform all those attending the course as soon as possible. USSCSS will attempt to reschedule any classes affected. In the event that a class cannot be rescheduled you will receive a refund voucher equal to one swimming lesson, redeemable against the next course of lessons or for a cash refund (which will be paid during week 10/11 on presentation of the voucher). In the event of a significant closure spanning more than one week USSCSS will make separate arrangements, transferring fees to the next planned course or to an additional set of lessons.

Pool Rules: are published. You are required to familiarise yourself with these and comply with them when attending the course. The swim school staff will enforce measures to minimize the risk of accidents, however any activity in water has inherent dangers, and not all circumstances can be foreseen.

In this knowledge you are required to sign the enclosed booking form giving permission for your child to receive swimming lessons, accepting that actions may be taken to safe guard your children/charges and that this may involve direct action on the part of the swim teacher or lifeguard.

Course Etiquette and Supervision:

1. Bathers should present themselves pool side at the published time for the class to start.
2. Swim teachers will only register attendance on pool side.
 - a. USSCSS Swim teachers will not accept the responsibility or guardianship of a bather until they are registered. Parents and guardians are responsible for supervising their children until their charges are registered.
 - b. USSCSS Swim teachers will not accept any responsibility for supervising bathers in the changing rooms or guiding them to or from changing rooms.
3. Parents and guardians of Children under 8 must remain in the complex during the class.
4. Bathers should wear appropriate swim wear including swim hats at all times.
5. Medical conditions include verrucas and warts must be reported and action taken by the bather or guardian to protect other bathers.
6. All bathers must shower and be encouraged to use the toilet before entering the pool.
7. Parents and Guardians are requested:
 - a. Not to speak to your charge during a lesson. Distracting a bather can disrupt the whole class.
 - b. Not to use mobile telephones or cameras while on pool side. Telephones should be turned off.
 - c. Not to communicate or distract the swim teachers during a lesson. Please contact reception if you wish to speak with a teacher.