**TERMS AND CONDITIONS**

Please read these terms and conditions (“T&Cs”) carefully before subscribing to our services.

By enrolling your child in our classes, you represent and warrant to Collette’s Swim School:

* You are the legal parent/guardian of the child are duly authorised by the legal parent/guardian of the child in our classes.
* You have the capacity and power to enter into, exercise your rights, and perform and comply with your obligations under these T&Cs, and to procure the same of your child.

Clients are responsible for their children at all times (except during a lesson where the child is NOT accompanied by an adult carer) and must inform the teacher prior to the lesson of any concerns they have. Clients should inform the teacher and Collette of any health issues that may be relevant.

##### **Classes**

**Class Profile and Size**

Collette’s Swim School provides swimming classes for children from the age of 4 months.

There will be a maximum of 4 children per group class.

**Attire, Timing and Venues**

Please make sure your child is dressed in the appropriate swimming attire and ready for class 5 minutes before it is scheduled to begin.

All classes start promptly as scheduled, unless otherwise notified.

Classes will take place at:

**The Holiday Inn Wrotham**

London Road,

Wrotham Heath

Sevenoaks

TN15 7RS

**Milestone Academy**

Ash Road

New Ash Green

DA3 8JZ

**Borough Green Primary School**

School Approach

Borough Green

Sevenoaks

Kent

TN15 8JZ

**The Orida Group Maidstone**

Beasted Road,

Maidstone

ME14 5AA

**Personal Information**

Collette’s Swim School store personal information including names, addresses, dates of birth and contact details and is covered by the General Data Protection Regulation (GDPR).  We do not keep financial details. Read more on our Privacy page.

**Clients’ Standards**  
Swimmers should not run on the poolside, they should remove loose-fitting or sharp jewellery, wear Collette’s Swim School swimming hat.  Clients should not drink alcohol prior to the lesson nor eat or chew gum during the lesson.  Photography (other than by our professional photographers) is not permitted at any time.  Clients will be asked to sign a consent form for their child to appear in any photographs or video taken by our authorised photographers and shared on social media or for marketing. Clients must follow pool procedures as advised to them at the time of confirmation. Clients should aim to arrive no more than 5 minutes before the lesson and leave no more than 30 minutes after the lesson to help improve changing room comfort.

Car seats and pushchairs etc. should not be left in the changing rooms as there is not enough room for them.

Food is strictly forbidden in the pool buildings and mess on the floor should be kept to a minimum. (mud, grass).  A member of staff should be informed if the floor is soiled. Strictly no outdoor footwear or buggies are allowed poolside.

All swimmers must shower poolside before getting into the pool. All plasters and hair clips must be removed before swimming in case they come off in the water and then cause damage to pool filters. No make-up or body lotions to be used as these significantly deteriorate pool water quality. Smoking is strictly forbidden within any pool building or school grounds.  Abuse to any member of staff either verbal or physical will not be tolerated and will be reported to the appropriate authorities at the sole discretion of Collette’s Swim School. Clients must adhere to the instructions given to them regarding car parking, entry and exit route to pools.  Collette’s Swim School cannot be held responsible for any consequential loss or damage to a client’s vehicle or property whilst in the pool’s grounds.

**Pool Safety and Code of Conduct**

The following rules must be adhered to strictly at all times;

* Noise is to be kept to a minimum to avoid distracting the children undergoing classes in the pool.
* Always wait for the instructor to ask you to enter the pool.
* Before entering the pool, please allow children from the previous class to exit the pool.
* No running around the pool area.
* Be attentive and adhere to instructions given by the instructor at all times.
* Take care of and do not damage any pool equipment.
* Going underwater impairs children’s ability to listen to instructions. For safety reasons, children should not go underwater unless the instructor asks them to do so.

**Disruptive Behaviour**

In the event of any child exhibiting disruptive behaviour during class, the instructor will apply the following rules:

* The instructor will give the child a verbal warning, explaining that if his/her behaviour does not improve, he/she will be asked to leave the pool.
* The child will be given a second verbal warning.
* If the child’s behaviour does not improve after the second verbal warning, the instructor will put the child on a ‘time-out’ at the side of the pool for 1-5 minutes, depending on the child’s age and severity of the disruptive behaviour.
* On returning to the pool, and if the child’s behaviour still does not improve, the child will be asked to leave the class.
* If the child exhibits dangerous behaviour, or is verbally abusive, the instructor may in his/her absolute discretion require that the child leaves the class.

**Lesson Prices**

At Collette’s Swim School the terms are approximately 12/15 weeks in duration.  When a class is booked, full payment is requested to secure the place for that term. Classes may be joined at ANY point in the term (and clients pay for the classes remaining. No discounts are offered for siblings or for groups as the prices are highly competitive.

**Refunds & lesson credits**

Collette’s Swim School require 4 week’s prior to the new term re enrolling to cancel, you must communicate to Collette via email four weeks before ceasing the new term. No refunds will be given once the term has started. Contact Collette at admin@collettesswimschool.co.uk

In the absence of such notice, we will assume that you wish to continue classes, enrol you for the next month/term, and bill you accordingly.

If a swimmer has a broken limb or has a long term sickness, the client will be given the option of freezing lessons over to a later date if lesson availability allows.

Credits are only given when the pool is either closed or a teacher cannot make a lesson and there is no one to cover. Should this happen you will be given the option of a refund or credit.

We do not offer catch up lessons, credits or refunds if you are unable to make a lesson.

**Returned Cheques/ Failed Direct Debits**

In the unlikely event of a client’s cheque or direct debit is being returned by the bank as unpaid, a £10 admin charge will be applied.

**Re-booking**

A clients place will be held until the payment date, for them to renew, if the client has not made payment the client’s existing class may be offered on a “first come first served” basis to others, both new and existing swimmers. Please note if you have a personal problem with the payment date please discuss with Collette via email prior to the payment date.

**Lesson Changes**

In the event of an instructor being absent for a group or private lesson, the swim school is within its rights to change the instructor to make sure that the lesson is covered, and no refunds will be given for lessons because of a change of instructor. In the unlikely event of a “last-minute” lesson time change, we endeavour to notify the client via SMS and email as soon as possible.

**Pool Closures**  
In the unlikely event of the pool not being available for use due to technical difficulties or health and safety issues Collette’s Swim School will offer either a catch up lessons during that week at the current pool or another venue if available, a refund or a credit for the new term.

**Lost Property**

All property left in changing rooms or on poolside, and all property (including prams) left in entrance halls or outside, is left entirely at the client’s own risk. Collette’s Swim School cannot accept any responsibility for the loss of or damage to any personal possessions.

**Medical Conditions**

Clients must declare to Collette or admin person any existing medical conditions that they are aware of that the child, or adult if taking lessons, has which may be communicable or possibly be harmful or not to another person. The client must agree to inform Collette of any changes in any medical condition or psychological condition as soon as they are aware of them. All information will be kept strictly confidential.  Instructors should also inform us of any medical conditions they may have which could impact on their ability to teach.

**Illness**

Should the child or the adult taking the child into the water have, or develop, any known or suspected medical condition they must consult their doctor before taking them swimming and inform Collette’s Swim School. All information received is treated in confidence and with sensitivity. Clients must never bring the child swimming if they have any illness such as an ear infection, diarrhoea, chicken pox, impetigo, conjunctivitis or merely a bad cold. They must wait until the doctor has given the all-clear before returning to classes.  In the instance of sickness and diarrhoea the child must have been clear of all symptoms for at least 48 hours before attending a lesson.

**Withdrawal of service**

Collette’s Swim School, at its own discretion, may refuse entry to a client to its courses if it is felt that the client’s behaviour is in any way disruptive or unreasonable.

**Safeguarding Policy & Procedures**

We follow Swim England’s Wavepower [Child Safeguarding policy & procedures](https://www.swimming.org/swimengland/wavepower-child-safeguarding-for-clubs/).

**Changes to Terms and Conditions**

From time-to-time Collette’s Swim School may update its terms and conditions by publication to the website [www.collettesswimschool.co.uk](http://www.collettesswimschool.co.uk) . If a client is not happy to accept the changes, they should notify Collette in writing of their non-acceptance within 14 days of receipt of the changes, failing any such communication from the client Collette will deem that they fully accept the updated agreement and terms.

**Website**

Collette’s School record client’s personal information only if they provide it when expressing an interest in our services. Collette’s Swim School does not share this information with any third parties. Collette/admin team will call a client only if they contact them with a question and ask for a return call. Collette or the admin team uses the client’s personal information only to serve them better. All images displayed on Collette’s Swim School website are under the ownership of the photographer concerned. Agreement to display the photographs has been reached and they are not available to be copied.

**Qualifications**

All our instructors are certified level 2 swimming instructors by Swim England or Swim Teaching Association.

All Instructors have the following:

* Level 2 Swim Teaching
* NRASTC or Equivalent
* Safeguarding CPD
* IOS Insurance
* DBS checked