



Swim School: Terms and Conditions

A. Teaching policies, procedures, and parental responsibilities

1. All Swimming Teachers are qualified to Swimming Teachers Association (STA) or Swim England (SEQ) standards.
2. Swimming Teachers will take responsibility for pupils during their swimming lessons. However, parent/carers must remain on the premises and are required to remain nearby (poolside viewing), so that if required the parent / carer can deal with toilet breaks, nose wiping or any behavioural issues. Swimming Teachers, or other St Dunstan's Enterprise staff, will NOT take pupils to the toilet.
3. Any children not participating in the lessons must be sat with parent / carers and fully supervised.
4. Pupils may be refused entry to the lesson if they are more than ten minutes late to the lesson.
5. Pupils must be collected promptly at the end of the lesson.
6. Parents/carers must never distract or speak to the Swimming Teacher during a lesson. Communication should be through the Duty Manager, via the leisure centre office. Parent / carers must inform the Duty Manager prior /post to the lesson of any concerns that they have.
7. Parent / carers must accept that at times there may be physical contact between the teacher and the child. This contact will always be in a professional manner.

B. Health policy

1. Customers should inform the Duty Manager of any health issues that may be relevant.
2. If your child is unwell, we recommend that you do not bring them to their swimming lesson.
3. If your child has been unwell with vomiting or diarrhoea, they should not attend the lesson, and for seven days after the last episode.

C. First Aid

1. In the event of an incident, First Aid will be administered by a member of the St Dunstan's Enterprises Team. Emergency Services will be called if necessary.
2. All medication i.e. Asthma pumps etc should be brought by the parent / carer to the lessons and administered by the parent / carer.

D. Swimming lesson programme

1. Most classes are 30 minutes long, which includes registration.
2. Pupil to teacher ratios are aligned with Swim England guidance.
3. Teachers will be contracted to teach the same group throughout the term to ensure continuity wherever possible. Where changes need to be made, we will endeavour to ensure that the replacement teacher receives a handover.

E. Swimming lesson bookings and payments

1. All bookings must be made in advance using our online booking system, CoursPro.
2. Full payment is regarded as acceptance of these terms and conditions.
3. Payment is accepted by debit or credit card only. Cash is not accepted.
4. Bookings will only be confirmed via the Course Pro Booking Platform following the receipt of full payment and, where relevant, all child registration details are completed.
5. End of term renewal information will be sent by email 4 weeks ahead of the last lesson of the term. The renewal information sent via Course Pro to your nominated email address will include term dates and pricing. The period for re-booking is 4 weeks, with a weekly reminder via the Course Pro Platform; after this date, your account will be archived, and lessons will be offered to the public. Places will not be held without payment after these published dates.
6. All fees for swimming lesson must be paid in advance of lessons. Overdue payments or manual payments not completed through the booking platform will incur an additional administration fee of £10.
7. St Dunstan's Enterprises reserve the right to restrict access to lessons until a payment has been made. Under such circumstances, St Dunstan's Enterprises will not guarantee the same space on the existing lesson.
8. New joiners will pay a pro-rata payment for lessons based on the remainder of the term.
9. Lesson fees are non-refundable where the pupil is absent or decides to withdraw from the programme all together. Cancellations or Refunds will only be considered following the receipt of a doctor's note / medical form.
10. Lessons run consecutively. Lesson credits are used as each lesson takes place regardless of pupil attendance (except for pool closures / lesson cancellation).
11. We reserve the right to change the prices of swimming lessons at any time. Clients will be notified in writing within 30 working days' notice of any changes.

F. Insurance

1. All swimmers are covered by St Dustan's Educational Group's Public Liability Insurance.

G. 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 pupil progression throughout the term. Testing, badges, and awards are completed at the end of the term, with Swimming Teachers then determining progression.

3. Progression of all pupils is based on the judgement of the Swimming Teacher and in accordance with the "Swim England Learn to Swim Framework." Parent / carers will be contacted when pupils are ready to progress to the next Stage.
4. Progression will be offered when they meet the skill criteria required and if there is adequate room in the next Stage.
5. Due to the nature of the programme, and the variety of the ability levels with each session, we cannot guarantee a specific time slot for the new Stage. Spaces in the next Stage may not always be immediately available.
6. Swimming ability and progression will vary from pupil to pupil, there are no set time constraints for progression through the Stages.

H. Changing and moving lessons

1. Clients may request a change of time, day, or Swimming Teacher, this should be emailed to swimming@stdunstans.org.uk. Where space is available, we will accommodate the request.
2. We will use reasonable endeavours to provide the same Swimming Teacher for each lesson within a course. However, relief Swimming Teachers may be used without prior notification. Relief Swimming Teachers will hold the same qualifications and be subject to the same checks as our core team.
3. We reserve the right to appoint a new Swimming Teacher at any time and may, at times, need to provide an alternative teacher due to illness, or other unforeseen circumstances.
4. In the event of a Swimming Teacher being away for a long time, we will seek to allocate the same cover teacher for the duration of the absence wherever possible.
5. St Dunstan's Enterprises reserve the right to combine classes at short notice, if necessary, for example to avoid a last-minute cancellation. This will always be in accordance with Swim England guidance.

I. Swimming lesson dress code & hygiene

1. All pupils should wear appropriate fitting costumes / trunks / shorts, specifically designed for swimming.
2. No outdoor footwear is permitted on poolside, all spectators on poolside must remove all outdoor shoes or wear blue shoe covers before entering the poolside area.
3. No jewellery should be worn during the swimming lesson. Religious or medical bracelets are permitted but should not distract the pupil from their lesson.
4. 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 dioptrre corrective goggles for anyone with a visual impairment.
5. Parent / carers should ensure that their child uses the toilet before their lesson commences.
6. All pupils should shower before their lesson, ensuring that hair gels, body lotions etc. are removed. All pupils should also shower after the lesson.

J. Behaviour and conduct

1. Customers accepts that the 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 Swimming Teacher considers the behaviour to be disruptive or unsafe, the Swimming Teacher has the right to remove the pupil from the class.

2. The Swimming Teacher may employ reasonable measures as are necessary to maintain the smooth delivery of the class. We reserve the right to terminate the child's course early should they persistently disrupt or are seen to be putting themselves, or others, at risk during the class. If a child is removed under these circumstances and suitable alternative arrangements cannot be made, no refund will be provided.
3. If a pupil causes the cancellation of a swim school session or individual class, we reserve the right to apply a penalty for loss of income for this activity. This will be administered and applied at St Dunstan's Enterprises' discretion.

K. Communication

1. We encourage communication and welcome issues being raised with our team.
2. The St Dunstan's Enterprises Duty Management team should be contacted for resolution of poolside concerns. The Duty Manager is available at the main swimming office in the leisure centre.
3. Questions regarding pupil progression should be directed to the St Dunstan's Enterprises Reception Team, who will pass on the message to the relevant Swimming Teacher, please do not address this directly on poolside during lessons. You can also email your enquiry to swimming@stdunstans.org.uk
4. All customers when setting up their Course Pro accounts must supply a frequently accessed email address to ensure prompt communication.
5. If a pupil is not attending a scheduled lesson, parent/carers must inform swimming@stdunstans.org.uk. Please do not call the centre directly or leave telephone messages.

L. Pool closure and cancelled swimming lessons

1. In the event of a pool closure, we will make every effort to contact our customers as soon as possible. Customers must enable the email communication on the CoursPro booking system, as this is our standard communication method.
2. Missed swimming lessons due to pool closure will be replaced, normally via catch-up lessons at the end of the term. Where this is not possible, credit notes for the cancelled lessons will be provided. If lessons are not being continued, then refunds can be offered.
3. St Dunstan's Enterprises reserves the right to cancel classes should numbers fall below the minimum threshold (50% of capacity). If this happens you will be offered an alternative lesson at the same level.

M. Lost property

1. St Dunstan's Enterprise is not liable for any lost, stolen, or damaged property during the lesson.
2. Lost property will be held at the Swim Office and can be contacted at swimming@stdunstans.org.uk. Items such as underwear cannot be kept.
3. Lost property will be kept until the end of each term and then given to charity. It will not be kept by St Dunstan's Educational Group.

N. Photography and video

1. Photography and videoing of the swim school or children on poolside is strictly forbidden. Any person filming or taking photographs anywhere within the Leisure Centre will be asked to leave the premises.

O. Equal Opportunities

1. St Dunstan's Enterprises operates under the Foundation's Equality and Diversity Policy which is viewable via the St Dunstan's College Website [Our Policies - St Dunstan's College \(stdunstans.org.uk\)](http://stdunstans.org.uk) .
2. St Dunstan's Enterprises has a wholehearted commitment to the Equality Act 2010 and its principles underpin all our operations. This includes recognising that the needs of individual pupils vary and will endeavour to accommodate pupils with specific needs and / or medical conditions.
3. In accordance with the Foundation's Equality and Diversity Policy, it is our policy to not exclude any pupil due to their specific needs and / or medical conditions.
4. The College's current swimming facilities are partially wheelchair accessible, and we will always seek to make reasonable adjustments where it is practicable to do so.
5. It is the responsibility of the customer to contact St Dunstan's Enterprises (swimming@stdunstans.org.uk) to inform us of any medical conditions and special educational needs or disabilities. A discussion will be held with the Head of Commercial Activity and St Dunstan's College Senco to determine how best to accommodate the pupil's needs and consider what reasonable adjustments can be made to ensure that they are fully able to participate in the swimming lessons within the safe staffing ratios provided for their lesson stage.
6. The needs of each pupil will vary; decisions are made on a case-by-case basis and depend upon the level of support each child may require.
7. We are not able to provide additional staff to support a child above the ratios of 1:6 non-swimmer and beginner, and 1:12 for improver and advanced.
8. St Dunstan's Enterprises are willing to accommodate a child with a specific need on a paid trial basis and reserve the right to agree a review date before accepting further bookings.

P. Safeguarding and Child Protection

1. All children over the age of 8 are expected to be able to change themselves unaided unless they require specific assistance. Parents should not be in the changing room whilst swimmers are changing, unless their child is aged 8 or under or requires additional specific assistance.

In such circumstances the parent or carer should be of the same gender as the child and should only be in the changing room to assist the child changing. If the adult is of a different gender, then the child should change in the changing rooms reflecting the adult's gender.

Once the child is changed and has gone on to poolside the parent or carer should leave the changing room.

2. St Dunstan's Enterprise swimming lesson adhere to St Dunstan's Educational Group's Safeguarding and Child Protection policy that may be viewed [Our Policies - St Dunstan's College \(stdunstans.org.uk\)](https://stdunstans.org.uk).
3. All Swimming Teachers are subject to the Safer Recruitment checks as determined by the DfE and ISI, including an enhanced DBS (Disclosure and Barring Service) and Children's Barred List check.
4. All adults working in the school (including visiting staff, volunteers and students on placements) are required to report instances of actual or suspected child abuse, neglect or other child protection concerns to the Designated Safeguarding Lead for St Dunstan's College, Lucy Clewley, lclewley@stdunstans.org.uk
5. Any safeguarding concerns regarding any adult working or volunteering for St Dunstan's Enterprises should be referred directly to the Head of St Dunstan's College, Nicholas Hewlett (nhewlett@stdunstans.org.uk).

Q. Data Protection / GDPR

1. St Dunstan's Enterprises operates under the Foundation's Data Protection / GDPR policy which is viewable [Our Policies - St Dunstan's College \(stdunstans.org.uk\)](https://stdunstans.org.uk)
2. Customers register and activate their accounts through a third-party booking provider, Course Pro. During that booking process, customers are provided details of how their data will be collected, used and stored. The privacy policy can be viewed here: [Privacy Policy | Fitronics](#)
3. St Dunstan's Enterprises are committed to keeping customer details confidential. We do not sell, rent, or lease subscription lists to third parties, and we will not share your personal data with a third-party individual, government agency or company at any time, unless compelled to do so by law.

R. Feedback and Complaints

1. If you have concerns or suggestions, please contact the St Dunstan's Enterprises team as soon as possible via swimming@stdunstans.org.uk.
2. If you have a complaint that needs addressing, we are ask that you put this in writing to swimming@stdunstans.org.uk . We will seek to informally resolve the matter, with an initial response within five working days [Stage One].
3. If you do not feel that the complaint is satisfactorily resolved, the complaint should be submitted to the Head of Commercial Activity, ghalil@stdunstans.org.uk . An initial response will be within five working days [Stage Two], and the Chief Operating Officer of St Dunstan's Educational Group will be made aware of the matter.
4. If following the above, you are still unsatisfied, the complaint should be submitted to the Directors of SDEG Enterprises Limited, who can be contacted on clerk@stdunstans.org.uk . An initial response will be within five working days [Stage Three]

S. Changes to Terms and Conditions

1. St Dunstan's Enterprises reserve the right to amend these Terms and Conditions. Reasonable notice will be provided to any changes and clients will be made aware of any of these changes.