

Galleon Swim School

Terms and Conditions - Updated January 2026



Swimming lessons are for children between the ages of 3-12 years

1. Swimming Categories

- Pre School
- Swim skills level 1
- Swim Skills level 2
- Swim Skills Level 3
- Swim Skills Level 4
- Club Ready/ Swim Fit
- Adult Lessons
- Holiday Swim Camps

2. Fees and Acceptance

- All Swimming lesson payments and or Direct debits are payable before the lesson start date
- Swimmers, parents or guardians will need to book initial enrolment with the Swimming Coordinator
- If you wish to cancel swimming lessons after commencement, refunds will only be available on medical grounds.
- Every refund will be considered on an individual basis.
- Lesson blocks cancelled within 2 weeks of lesson start date will be subject to a cancellation fee.
- If a lesson is missed due to child sickness and/or other one off absence, there will be no makeup session or refund offered and the lesson will be lost
- Any lesson cancelled by the Galleon Swim School will not be deducted from your remaining classes available.
- Refunds are not available, unless in exceptional circumstances.

3. Hours

- All group lessons will run on either a Tuesday, Wednesday and Thursday between 3.45 - 6.15pm.
- Access to the Galleon building is not permitted until 3.30pm, entry before this time will be refused due to School policy.
- Please ensure that participants arrive on time and equipped for each lesson. Lessons will start promptly and if you are more than 10 minutes late for a lesson, access will not be permitted.
- The Galleon closes for two weeks at Christmas in line with the school closure and no access is available to the campus.

4. Movement and Progression

- Progression from one swim skill to the next will be dependent on achieving the set competencies in each level or at the discretion of the swim instructor.
- Movement will be initiated by both the swim teacher and Swim School Coordinator.
- Notification for movement will be received via the app and/or email once all competencies have been achieved or via the Swim School Coordinator if movement is recommended before this point.
- Top Up (renewal) email notifications will be received at 3, 2 & 1 week intervals prior to your renewal date. If you do not top up before your last lesson starts, you will be removed from the lesson block and your space will become available to be booked by another swimmer.
- Top ups for lessons should be completed via the Go Learn parent portal. Please speak to the Swim School Coordinator if you need assistance with this.
- In order to move to the next Swim Skill level, a change of time or day might be required to facilitate this. We cannot guarantee the same time and day of session throughout the swim programme.

5. Swim Attire

- Swim Hats must be worn during lessons and should be in place in time for lessons starting. This is the child or Guardian's responsibility.

- Swim teachers will help with hats if they fall off during lessons but will not put hats on before lessons.
- Goggles should be worn for all lessons.
- Swimsuits/shorts should be tightly fitted and not loose, they should also not contain any buoyancy material or additions.
- Wetsuits can also be worn during lessons for younger children.

6. Poolside Rules

- Running on poolside is not permitted at any time
- Jumping in water under 1.7m is not permitted unless supervised by their teacher.
- For reasons of hygiene, all users must shower before entering the swimming pool.
- Children with any communicable diseases should not use the pool.
- Food and drink is not permitted on the poolside, only water bottles for hydration purposes
- Students should only enter poolside within 5 mins of set lesson time
- Parents/guardians are not allowed on poolside at any time unless permission is granted by the teacher or swim coordinator.

7. Car Park

- The car park is used at the owners risk and The Galleon takes no responsibility for damage or theft.
- Cars cannot enter the school campus before 4pm.
- Cars should follow the 5mph speed limit at all times.
- Cars cannot be left on campus during the day or night.
- Please ensure to take care in the car park and that children are accompanied at all times.
- Parents / Guardians must always collect their child from the Galleon. Children will not be allowed to leave the building on their own.

8. Conduct

- We encourage all participants to have fun, whilst respecting others to ensure everyone enjoys their lessons
- Disorderly, rude or offensive behaviour will not be tolerated and may result in termination of lessons.
- Be respectful and always use appropriate language in and around the facility
- People who wilfully or negligently cause damage to the centre facilities or equipment will be liable for the cost of repairs.
- All parents / guardians / children must adhere to Galleon staff instructions and their decision is final. If you do have any feedback, please speak to the Swimming coordinator or email galleonswimschool@gwc.org.uk. Our staff at reception will be more than happy to help where possible
- Photography or filming is **not** permitted to take place without the approval of the Swimming Coordinator or Centre Management

9. General

- Lockers are available within the Club and users are encouraged to use them whilst using the facilities. This also allows full use of the changing cubicles for other users.
- Children of 6 years and over should change in the relevant changing room for their sex.
- Parents of children under the age of 9 years must always be present in the building.
- The Galleon cannot take any responsibility for loss or damage caused to personal property.
- The Galleon may withdraw all or part of the pool for any period as required for any repair or maintenance work.
- The School has priority of the pool for School swim galas or swim fixtures. If this occurs lessons will be reimbursed if no alternative dates can be arranged.
- The Galleon reserves the right to vary the opening times of the Club facilities or swimming lessons.
- Dogs are not permitted on campus.

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- The drinking of alcohol or smoking on the school campus (including vaping) is completely prohibited at all times.