

# LED Community Leisure Swimming

## Terms & Conditions

### Teaching Policies, Procedures and Parental Responsibilities

1. All LED Swimming Teachers are Swim England/STA qualified and have the relevant DBS checks before they can teach.
2. Swimming Teachers will take responsibility for swimmers during their swimming lessons, parents /guardians are required to remain nearby (poolside viewing or designated viewing area) so that if required the parent / guardian can deal with toilet breaks or any behavioural issues. LED staff will NOT take swimmers to the toilet.
3. Parents/guardians of swimmers under the age of 8 years must remain on the premises whilst the swimmer is attending their swimming lessons. This is advised for all ages and is imperative in the unlikely event of a medical emergency, building evacuation or other emergency situation. It is the parent/guardian's responsibility to supervise/watch their child get to and from their teaching station ensuring a prompt pick up at the end of the lesson.
4. Parents/guardians must never distract the teacher during a lesson and should direct all communication through the front of house team or the Swim Coordinator (if available).
5. It is requested that swimmers and parents/guardians do not arrive to the centres more than 10 minutes before the start of their lesson. External queuing may be required, so please prepare accordingly. Access to centres and poolside is typically available 5 minutes before the lesson commences.
6. Please check with your local centre for their swimming hat policy. Where required, a coloured swimming hat will be issued when joining swim school. All subsequent hats will be charged at the current rate. Where a swimming hat is not required long hair must be tied back.

### Swimmer Illness

7. If your child has symptoms of Covid-19 please follow Government advice and self isolate for 7 days. Please inform a member of the LED team so that we may take action accordingly
8. If your child is unwell, we recommend that you do not bring them to their swimming lesson. In the event that they have been ill with sickness or diarrhoea, they should not attend their lesson. To protect others, they should not swim for at least 48 hours after it has completely cleared up.

### Swimming Lesson Programme

9. The majority of our 'learn to swim' programme classes are held over a 30-minute periods (some advanced and adult classes might be 45/60 minutes) which includes set-up, time to take registers and complete swimmer assessments
10. Swimmer to Teacher ratios are developed in line with Swim England Guidelines and to ensure social distancing can be maintained
11. LED reserves the right to combine classes at short notice if necessary
12. Lesson numbers are limited and are determined by LED to ensure the optimum teaching environment and health safety of all swimmers
- 12.a. Due to current guidance from Swim England, regarding Covid-19, swim teachers must instruct from poolside and are not permitted to enter the water with swimmers. Some parents/guardians of swimmers in lower stages may be required to support their swimmer in the water. Please check with your local pool for further guidance

### Swimming Lesson Dress Code & Hygiene

13. All children should wear appropriate fitting one-piece costumes/trunks and shorts specifically designed for swimming. Baggy costumes/trunks can impede movement. Please refer to our 'Before you swim...a gentle reminder' guidance for full details.
14. No jewellery should be worn during a swimming lesson. Religious or medical bracelets are allowed but should not distract the swimmer from their lesson.
15. The use of goggles is permitted but swimmers will be asked to remove them if they provide a distraction and when performing certain skills (unless there is a medical reason for goggles to be worn). We recommend the use of dioptre corrective goggles for anyone with a visual impairment. It is advised that goggles are fitted prior to the lesson. Due to current guidance, LED teachers will be unable to assist swimmers with their hats and goggles due to the close contact required to do so
16. All swimmers should arrive 'pool ready' with their swimming costume on underneath their clothes. It is advised that swimmers use the toilet and shower at home prior to their lesson. Please ensure that all hair gel/body lotions etc are removed as this helps to keep the water clean.
- 16.a. Showers might not be available after your lesson, and changing rooms might be limited, so please be prepared to dry off and shower at home. In some instances you may need to dry and change on poolside, please check with your local pool for further guidance

### Swimmer Progression

17. All swimmers on the 'Learn to swim' programme work towards the "Swim England Learn to Swim Framework".
18. Swimming Teachers continually assess all swimmers' progression throughout the programme.
19. Progression of all swimmers will be at the judgment of the swimming teacher and in accordance with the progression within the criteria of the "Swim England Learn to Swim Framework"
20. Swimmers will be moved up to the next class when they meet the skills criteria required and if there is adequate space for movement to the next Stage.
21. Upon completion of a Stage, the parent/guardian will be contacted explaining that the child is ready to move up to the next Stage via the LED Home Hub or by e-mail/phone. Parents can login and make the required movement [www.ledhomehub.co.uk](http://www.ledhomehub.co.uk)
22. A valid e-mail address is required to access the LED Home Portal.
23. Due to the continuous progressive nature of our programme, and the variety of ability levels within each session, we cannot guarantee a specific time slot on progression, as a space within the next stage may not always be immediately available. Those waiting for spaces will be kept in their current stage until a space becomes available.

### Swimming Lesson Payment

24. Payment for lessons must be made in advance, by cash, credit card or debit card.
25. Parents are able to pay for blocks of 10 lessons in advance either at reception, by phone or online
26. To secure your space you will be required to book and pay for your next sessions prior to the start of your last lesson. Failure to do this will mean that the space will be made available for other customers.

Changes to Terms and Conditions – LED Community Leisure reserves the right to amend these Terms and Conditions.

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27. You will be contacted when the swimmer has 3 weeks left of pre-paid lessons through the HomeHub and/or email and will be asked to top up your child's account with another block of pre-paid lessons.
28. Swim school lessons are included in LED's Under 16 Unlimited membership (one concurrent course only). If the member is already enrolled in a course, pre-paid lessons must be purchased. Cancellation will result in the removal of the child from swim school.
29. For any failed Direct Debits, LED reserves the right to restrict access to the lessons until a suitable payment has been made for the missed payment. Under these circumstances LED will not guarantee the same space on the existing lesson.
30. LED reserve the right to change class times or cancel classes as necessary

### **Changing and Moving Lesson**

31. You may request a change of time, day or Swimming Teacher and we will try to accommodate your request, provided a space is available. If you cannot be accommodated at that time your child will be added to the movements list and you will be able to make movements through Home Hub when a space becomes available.
32. Swimming ability and speed of progression will vary depending upon the swimmer.

### **Pool Closure and Cancelled Swimming Lessons**

33. In the event of a pool closure, including any period of local or national 'lockdown' due to Covid-19 we will make every attempt to contact our customers as soon as possible. Contact will be via e-mail/phone or mobile App.
34. Customers paying for swimming lesson blocks will be issued a usage credit for the missed lesson. LED will not refund direct debit members as the membership also includes other activities, however for prolonged periods of disruption, LED will review whether suspension of accounts is warranted.
35. LED reserves the right to cancel classes should numbers fall below our minimum numbers per group (typically 50% of class capacity). If this happens you will be offered an alternative lesson of the same level.

### **Missed Lessons**

36. Lesson fees are non-refundable where the pupil has either missed lessons or decided to withdraw from the programme altogether.
37. Lessons run consecutively; the lesson credits will be utilised as each lesson takes place regardless of pupil attendance (with the exception of pool closure/lesson cancellation).
38. In exceptional circumstances management may exercise discretion on refunds or credit notes but this would only be on production of a medical certificate or documentation from a medical centre, hospital or GP.

### **Changing Teacher**

39. LED reserve the right to appoint a new teacher at any time and may, at times need to provide a cover teacher for a class or classes due to illness or for any other unforeseen circumstances.
40. In the event a teacher is away for a long period of time we will try to keep the same cover teacher in place for the duration.

### **Communication**

41. We encourage communication and welcome issues to be raised with our staff.
42. The duty management team will be the point of contact to address any poolside issues.
43. Questions regarding the progression of swimmers should be directed towards the front of house team who will be able communicate the message to the relevant member of staff (usually the swim coordinator), who will then contact you to discuss the swimmer.
44. All parents/guardians are required to supply us with a valid up to date e-mail address for effective communication purposes. This is essential so that we can inform you when your child is ready to move up a Stage or for any cancellations. Please check spam settings to ensure receipt of emails.

### **Viewing**

45. Parents/guardians may be able to view lessons from allocated positions, depending on the pool. This may include poolside and/or pool viewing areas
46. Parents/guardians on poolside must remain in their allocated area for their safety and to prevent any unnecessary distractions for the teachers or swimmers. A maximum of one sibling may sit with the parent, however, LED reserve the right to amend this policy should it be deemed necessary. Where poolside viewing is in place, parents/guardians should not use mobile phones, tablets etc. for any purpose. This is for the safety of the swimmers in the water and part of LED's responsibility to safeguard and protect children
47. No photography or filming is permitted of the swimming lessons without the prior approval from the Centre Management
48. No photography or filming is permitted in the changing area or toilets

### **Behaviour & conduct**

49. Parents accept that their child is under the supervision, control and care of the Swimming Teacher, during the lesson period.
50. Should the behaviour of the child be unsatisfactory, and the class disrupted, the swimming teacher has the right to remove the pupil from the class.
51. The teacher may employ reasonable measures as are necessary to maintain the smooth delivery of the lesson. We reserve the right to remove a swimmer from the swimming lesson programme should they persistently disrupt or are seen to be putting themselves or anyone else at risk. In these circumstances no refund will be provided.
52. Please keep us informed of any medical or SEND requirements of the swimmer.
53. If the swimmer requires any additional support, please discuss this with a member of the team prior to enrolment

### **General**

54. Lessons typically run for 50 weeks per year. Please check your local centre for full programme details.
55. LED are committed to providing a safe and healthy environment for all users. LED's Safeguarding policy or Covid-19 risk assessment may be viewed upon request
56. These conditions are subject to change following any change in advice from Public Health England, UKactive or Swim England

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