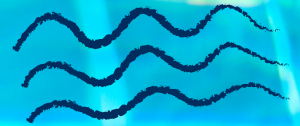


ADVICE AND INFORMATION FOR PARENTS AND SWIMMERS

- Classes run 50 weeks per year with a 2 week break over Christmas. Payment plans account for this break within the monthly subscription.
- Lessons are mostly 30 minutes long with the exception of some being 45 or 60 minutes for example rookie lifeguard
- Payments are made monthly via direct debit or a 15 consecutive week block.
- Direct debit payers will be allowed free access in to general swimming sessions subject to availability. This applies to the child in lessons only.
- Parents / guardians are not permitted on poolside but are allowed to view each lesson in the spectator areas provided.
- Parents of children ages 8 years MUST remain within the centre during their children's lessons.
- Photography in the swimming pool area and changing rooms is strictly forbidden.
- Please ensure that we are aware of any medical or behavioral conditions which may affect your child in the lesson environment.
- It is the responsibility of parents to ensure your child's contact details (name, address, telephone and email) are kept up to date.
- Swimming teacher to pupil ratios are developed in line with Swim England guidance.
- We will endeavor to provide the same teacher for each lesson, however, cover teachers may be used without prior notification to cover holiday or sickness.
- All parents should supply us with a valid email address for quick communication purposes.
- Parent's accept that this child is under the supervision, control and care of the swimming teacher, during the lesson. Should behaviour of the child be unsatisfactory and the class is disrupted the swimming teacher has the right to remove the child from their class.





PREPARATION BEFORE EACH LESSON

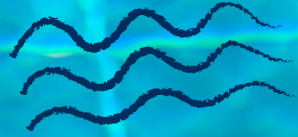
- Please ensure that your child is ready to swim at the start time of their lesson. Late arrivals may not be able to join a class.

Please check:

- Your child is wearing suitable swimwear
- Long hair is tied back
- Your child has visited the bathroom before their lesson starts
- They have their swimming hats on and goggles have been adjusted if they require them. Swim hats and goggles are optional.

SWIMMER PROGRESS

- The swim school follows the Swim England pathway. Assessment is on a continuous basis, which allows children to progress at their own pace.
- You can register on our home portal at <https://oneleisurecourseprogress.co.uk/login/> to view your child's progress. To register please use the email address that you gave One Leisure when you signed up to the swimming lessons along with the number on your One Leisure card.
- When reviewing your child's progress, please remember that teachers will need to ensure that children can demonstrate the skills at each stage consistently before being passed.
- When your child fully completes their assessment for the current stage, home portal will be updated and you can move your child online. You will be informed by a member of front of house staff as well. You can order your certificate and badge from reception these are charged at £3.50 per set. A FREE medal will be given out once a pathway has been completed - bronze, silver and gold.



MISSED LESSONS AND CANCELLATIONS

- Refunds will only be provided if a lessons is cancelled by One Leisure or for a long term medical reason.
- One off and absences or holidays will not be refunded.
- A calendars month notice must be given to cancel a direct debit.. Please also cancel you direct debit with your bank to ensure no further payments can be taken.
- You can only freeze your swimming lessons/direct debit for medical reasons.

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