

# Terms & Conditions



Please see website for directions to each venue : <https://www.freestyleswimschool.co.uk/venues>

Please note - swimming hats and goggles are required for all Learn to Swim lessons - pools/venues will not let children swim without a swimming hat.

- The swimming programme runs for a minimum of 34 weeks throughout the year, split into three terms, spring, summer and autumn.
- Term dates, where possible, will run in conjunction with the school terms and where possible will take into account the school holiday periods. As public holidays are not the same for every school, some lessons will take place on local public holidays.
- The lessons are held over a 30 minute time slot (allowing for safe entries and exits) and start and finish promptly due to other lessons starting/finishing. Should you need to speak to the teacher, unless urgent, please contact us after the session has finished or notify us that you wish for us to contact you.
- Fees will be paid termly in advance. Payments must be made at least 2 weeks before the first lesson of the block starts.
- Refunds/credits for non-attendance will not be given and all lessons in a termly block are booked and paid for in advance. Any payment plan must be agreed with the Freestyle Swim School management.
- In the event of a closure we will make every attempt to contact you as soon as possible.
- All parents/guardians must supply us with a mobile telephone number for quick communication purposes.
- In the event of a pool or lesson closure, a direct refund will be given in the first instance via the Class For Kids System as soon as we can. This can take 5-10 working days to appear in your account.
- You may request a change of time or day during the term, and we will accommodate your request, provided a space is available but if no alternative space is available you are committed to the space booked until the end of term.
- If your child is unwell, we recommend that you do not bring them to their swimming lesson.
- If your child has been ill within the last 72 hours with sickness and/or diarrhoea they should not attend their lesson.
- All children should wear sensible swimwear to that does not restrict movement.
- Parents/guardians are required to stay on site during lessons and are permitted on poolside.
- We do ask that all spectators remain in the seating area in order to prevent any unnecessary distractions.
- It is difficult for the teaching staff to gain full attention from their pupils if they are being distracted; progress can be affected if children are not fully able to concentrate.
- No photography or filming is permitted on poolside.
- No phones are permitted on poolside
- No food is to be eaten/taken on poolside
- No shoes are to be worn poolside
- Freestyle Swim school are only responsible for pupils during their swimming lessons and parents and/or guardians are responsible at all other times.
- Children are NOT allowed to run around the poolside and should be still and quiet while waiting for the lesson to start.
- Please ensure that pupils have used the toilet before the lesson commences.
- Pupils are asked not to eat large meals within an hour before a lesson.
- All pupils work towards the Swim England National Plan for Teaching Swimming.
- Swimming Teachers continually assess all pupils progression throughout the term.
- Progression of all pupils will be at the judgment of the teacher in accordance with the progression within the criteria of the "Swim England National Plan for Teaching Swimming".
- Pupils will be moved up a Stage during term time if they meet the skills criteria required for movement to the next stage and will not be deliberately held back until the end of a term before progressing. If we need your child to move groups to aid their progression we will make this suggestion during, or at the end of the term.
- 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.