

# ALLEYN'S SWIM SCHOOL

## TERMS & CONDITIONS

### Before/During the Lesson

- Clients are responsible for their children at all times and must inform the Swim Co-ordinator prior to the lesson of any concerns they have. Any children not partaking in the lessons must be sat with their parents or guardians.
- It is compulsory for the client to be on site during children's swimming lesson in case of an emergency and should aim to arrive no more than 10 minutes before the lesson and leave no more than 10 minutes after the lesson to help improve changing room comfort and adhere to social distancing.
- Until further notice only one adult will be allowed to accompany the swimmer to the pool. Non-swimming siblings can be on site.

### In the Pool

- Clients must accept that at times there will be physical contact between the teacher and their child, in a professional, caring manner.
- Clients should inform the Swim Co-ordinator of any health issues that may be relevant.

### Swimming Instructors

- Teachers will be contracted to work with the same group throughout the term to help with continuity. There may be an occasion that a teacher is replaced due to circumstances out of our control. We will ensure that the replacement teacher is up to speed with what content has been taught so far.

### Bookings

- Please make all bookings in advance via the online booking system, these will be confirmed by automated email.
- Full payment is regarded as acceptance of our *Terms & Conditions*.
- Alleyn's Swim School accepts payment by credit or debit card.
- No booking will be confirmed prior to receipt of full payment and where relevant all child registration documents being completed.
- End of term renewal forms will be issued on the last lesson. This will include new term dates, pricing and if the student is required to move to a different level. There will be a time frame where you can rebook. After this date lessons will be offered to the general public and places will not be held without payment after these set dates.

### Cancelling your Booking

- If you give us at least 14 days' notice before the date(s) you would like to cancel, we will refund all monies paid. Please send all refund requests to [swim@alleyns.org.uk](mailto:swim@alleyns.org.uk).
- If illness or injury prevents attendance, you will be able to change your dates within the same holiday season (e.g. summer), subject to availability, free of charge, provided you speak to a member of the Alleyn's School Enterprises Ltd (ASEL) Team on 0208 613 5027 at the earliest opportunity.
- Please allow 10 working days to process all refunds.

### Cancellation/Refunds

- In exceptional circumstances we may have to cancel dates. In this event we will try to give those booked onto the effected lesson(s) at least 14 days' notice and will offer a suitable alternative if one is available. Alternatively, if preferred, we can refund all monies paid for the dates cancelled.
- Refunds will be issued if the child is sick and a valid doctor's note is issued.
- Please be aware that the lessons take place across the half term. Refunds won't be given if lessons are missed due to planned holidays or events.
- Refunds will be offered in the case of circumstances outside the control of Alleyn's Swim School such as adverse weather conditions, power interruption, 'Acts of God' as deemed to be contractually outside of the swim school's control.

### COVID-19

In order to protect yourselves and our team, our current swimming lesson timetable complies with government and [Swim England guidance](#). These measures include:

- If you feel unwell or have any of the Covid-19 symptoms, please stay at home. Check [www.nhs.uk](http://www.nhs.uk)
- Keep the time taken in the changing rooms after your lesson down to a minimum.
- Swimmers and parents must not congregate in the pool corridor.
- Refunds will be issued if a closure is announced by the Government.

### Insurance

- All children swimming is covered by the Alleyn's School Public Liability Insurance.

### Health Policy

- We require all children who are ill or infectious be kept home for the full duration of their ailment and 48 hours after their last symptoms.
- Our Swim Co-ordinator, or a nominated first aider, will administer medication if a request is made in writing stipulating the dose, the time, your child's name

and the duration of the treatment. We will not be able to administer your child's medication without written permission.

#### **First Aid**

- In the event of an incident, first aid will be administered to children in our care and the emergency services will be called if necessary.
- We ask that all parents/guardians whose children carry auto-immune injectors speak to the Swim Co-ordinator before their child's lesson begins to ensure all relevant medication and information has been handed over.

#### **Notice of Absence**

- If a child is not attending a scheduled lesson, parents/carers must email [swim@alleyns.org.uk](mailto:swim@alleyns.org.uk)

#### **Lost Property**

- Alleyn's Swim Schools is not liable for any lost, stolen or damaged property during the lesson.
- Lost property will be held with the Sports Facilities team and can be contacted at [swim@alleyns.org.uk](mailto:swim@alleyns.org.uk)
- Unclaimed lost property will be given to charity and will not be retained at the School.

#### **Photography and Video**

- Please be aware that Alleyn's Swim School occasionally takes photographs/videos of children during the lesson for promotional and informational material.
- If filming is due to take place, parents will be notified ahead of time via email. Please inform us via email or advise the Swim Co-ordinator at registration if you have any objections to your child being featured in this material.

#### **Equal Opportunities and Child Protection**

- Alleyn's Swim School supports equality and welcomes all children, regardless of their gender, ability, race or religion.
- Each child attending the swim school is of equal value and is entitled to equal access and opportunity.
- We operate a zero-tolerance policy on discrimination or bullying of any kind.
- Alleyn's Swim School has legal obligations in relation to Safeguarding and Child Protection.
- As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported to Alleyn's School and our regulator, Ofsted, or other official agencies.

#### **Specific Needs and/or Medical Conditions**

- Alleyn's Swim School recognises that the needs of individual children vary and will endeavour to accommodate children with specific needs and/or medical conditions.
- It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.
- **It is the responsibility of the parent/carer to contact ASEL on [swim@alleyns.org.uk](mailto:swim@alleyns.org.uk) (separately to the booking) to inform us of any medical conditions and special educational needs or disabilities.** A discussion should be held to determine how best to accommodate the child and consider whether any reasonable adjustments can be made to ensure they are able to fully participate in the swimming lessons within the safe staffing ratios provided for their ability class.
- The needs of each child vary, decisions are made on a case-by-case basis and depend upon the level of support each individual child may require.
- We are not able to provide additional staff to support a child above the ratios of **1:6 for non-swimmer and beginner, and 1:12 for improver and advanced**, irrespective of any specific needs or medical conditions.
- Alleyn's Swim School does not provide one-to-one support.
- We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review with a parent/guardian before accepting further bookings.

#### **English as a Second Language**

- Alleyn's Swim Schools is open to all children, no matter their background or origin.
- We do ask that all children attending Alleyn's Swim School can understand English and are able to speak it to a conversational standard as the bare minimum. This is to allow our staff to be able to effectively communicate with them and ensure their safety.
- Children who are unable to communicate with their peers may not enjoy their time with us as much as others.
- We are happy to accommodate a child with English as a second language on a paid trial basis and reserve the right to review with a parent/guardian before accepting further bookings.

#### **Data Protection**

- We may contact you via email with information about our upcoming services (provided you have requested your details be used for this purpose).
- You may opt out of our mailing list when booking, or afterwards at any stage.
- We are committed to keeping your details confidential. We do not sell, rent, or lease our subscription lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law.

### **Parent Feedback and Complaints**

- If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.
- If you have a concern regarding Alleyn's Swim School, this should initially be raised with the Sports Facilities Manager (0208 613 5027).
- If you are unable to resolve the issue, the ASEL Office will be advised and will attempt to resolve the issue to your satisfaction.
- If you are still unsatisfied and wish to make an official complaint, then please submit an email detailing the issue to [swim@alleyns.org.uk](mailto:swim@alleyns.org.uk).
- Your complaint will be investigated by our Head of Commercial and Community Activities. Our Bursar and Deputy Bursar will be informed of the problem and actions taken to resolve.
- If following the above, you are still unsatisfied please contact the Bursar's office via 020 8557 1451 or [bursar@alleyns.org.uk](mailto:bursar@alleyns.org.uk). Our Bursar will investigate and provide a response as appropriate.

### **Safeguarding and Child Protection**

- The Alleyn's Swim School adheres to the Alleyn's School Safeguarding and Child Protection policy that may be viewed [here](#).
- Safeguarding children at Alleyn's School is the responsibility of the whole staff community. All adults working in this School (including visiting staff, volunteers and students on placement) are required to report instances of actual or suspected child abuse, neglect or relevant child protection concerns to the Designated Safeguarding Lead (DSL).
- Andy Skinnard, Senior Deputy Head and Member of the Senior Leadership Team is the Designated Safeguarding Lead (DSL) and Designated Child Protection Officer (DCPO). Mr Skinnard can be reached via [safeguarding@alleyns.org.uk](mailto:safeguarding@alleyns.org.uk) or 0208 557 1457. His office is behind Reception; ask at Reception for his whereabouts if needed.