

## Terms and Conditions:

Please read the following terms and conditions. By enrolling onto a course of swimming lessons with Farnborough Fins, you accept and agree to abide by them.

### Re-Enrolment:

To help minimise the number of missed lessons, we run our lessons within the Surrey and Hampshire school term dates, with breaks for all the school holidays and bank holidays (unless otherwise stated in our published term dates). Exact dates for the term are available under the 'swim with us' tab on our website: [www.farnboroughfins.org.](http://www.farnboroughfins.org.)

Lessons are paid for in 12 week blocks regardless of when a swimmer joins FFSC. Four weeks before the end of the 12 week block, you will receive a reminder to pay your fees for the following 12 week block. If fees are not paid by the end of the 12 week block, FFSC's computer system will automatically remove the swimmer from the class and make the space available to other swimmers and the waiting list.

Swimmers are assessed weekly and based on the teacher's assessment the whole class may move onto the next stage together or the teacher can highlight a child to move at any time during the term. If your child is suggested to move class, the office would then contact you to arrange a new class.

We recognise how children's activities etc. change from term to term so in order to make our lessons as convenient for you as possible, please do contact us if your current class is no longer convenient and we will do all that we can to change your class to a different day/evening.

### Changes to Class/Day/Time/Venue:

With the exception of the pool at Farnborough Hill School, each half hourly session will have 4 classes running simultaneously.

Farnborough Fins reserve the right to change the teacher if required. If the day or time of your swimming lesson needs to be changed, we will contact you to discuss options.

Classes are reviewed on a weekly basis to ensure that children are moved in line with their continuous assessments. If a class has become too small to function it may be merged with another or the ability of the class may change completely. Furthermore, on the advice of the teacher some swimmers may need to move to a different class due to ability. We try to keep class times as similar as possible but we cannot always guarantee this.

Should you need to change lesson time/day/venue part way through the term, we will try to accommodate your request but cannot guarantee this.

### Refunds & Cancellations:

For existing customers - If you wish to cancel lessons FFSC can look to re-sell your space, however we cannot guarantee to be successful. Should your space be re-sold you will receive a refund from the point of re-sale, minus an £8.40 administration fee.

For new swimmers only - To abide by distance selling regulations, you have a 7 working day cooling off period from the date of your booking. However this withdrawal right shall no longer be exercised if the first lesson has been taken before the expiry of the cooling off period. Cancellation must be made in writing.

If a cheque is 'referred to drawer' a fee of £6 will be applied to cover bank charges incurred.

FFSC is under no obligation to refund or credit you in the event that you are unable to attend part of or the entire course. We regret that we are unable to offer an alternative for missed lessons.

If a lesson is cancelled due to a pool closure, Farnborough Fins will re-run the lesson if the rescheduled date falls within Hampshire or Surrey

County Council published term dates. If we are unable to re-run the session, this session will be added onto the end of the booked 12 week block, which may fall into the following school term. We are unable to provide a credit for non-attendance.

### Home Portal:

Swimmers are assessed weekly and parents can log in to the parent portal and view their swimmer's progress on a weekly basis.

Parents can log in to the parent portal to review all contact details for their swimmer, please do ensure these are up to date.

### Lost Property:

All property left in the changing rooms or on poolside as well as outside of the pool building (e.g. prams) is left at your own risk. FFSC cannot accept responsibility for the loss or damage of any personal possessions.

Farnborough Fins accepts no responsibility for accident or damage to any member, client, person, equipment or vehicle owned by anyone connected with these lessons whilst on the site of Farnborough Hill, Kings International College and Frimley Church Of England School.

### Illness:

Swimmers should not swim if they have an open wound, any infectious disease, cough, cold, ear infection, head lice or stomach upset.

Swimmers should not enter the water for 14 days following unexplained diarrhoea.

The office must be informed of any changes to existing or new medical conditions for all swimmers so that the teacher can be made aware.

### Nappies & Babies:

Our younger swimmers, who are not yet fully toilet trained, are required to wear a double nappy system i.e.

swim nappy (eg Huggies) and a confinement nappy. Swim nappies and confinement nappies are available to purchase on poolside or from our online shop via our website. All swimmers should use the toilet before their swimming lesson.

Babies should be changed on the floor using a suitable changing mat. Please do not use any raised areas such as benches as this poses a risk of babies rolling onto the floor from high surfaces.

As we use school sites, there are no facilities for nappy disposal. For health and safety reasons, please take all your used nappies away with you. Never leave nappies in an open bin including those within the venue grounds.

#### **Changing Facilities:**

FFSC adhere to the ASA Changing Room Policy (The ASA Child Safeguarding Policy and Procedures). Children of the age of 8 years and above are required to change in the gender correct changing room. Accompanying adults must also abide by gender correct changing facilities. Please refer to:

[www.swimming.org/go/library/document/wavepower-2009-11-section-2](http://www.swimming.org/go/library/document/wavepower-2009-11-section-2)

Upon entrance to the building shoes must be removed and can be placed on either available shoe racks or under the benches. Shoes are not be worn around the changing rooms.

#### **Pool / Poolside and Site Health & Safety:**

No outdoor footwear or prams are to be taken onto the poolside or into the changing rooms.

Farnborough Fins take responsibility for swimmers during their lesson time in the water only. Farnborough Fins do not accept responsibility for swimmers if they leave the pool for any reason during their lesson, e.g. to visit the toilet.

Please note that Farnborough Fins do not accept any responsibility for the safety and wellbeing of any adult

or child spectators whilst they are on site.

All swimmers (with the exception of our adult and child classes) are required to wear a swimming hat. The membership fee (applicable to new swimmers only) includes a swimming hat however, they are also available to purchase on poolside or from our online shop via our website.

To protect your child from suffering stomach cramps/sickness whilst in the water, it is essential that all swimmers finish their meal at least 1½ hours before their session or 45 minutes before for a light snack (i.e. a drink and a biscuit).

Spectators and swimmers should refrain from running whilst onsite. Please note that no outdoor shoes, food, drinks, glass or talcum powder are allowed on poolside or in the changing rooms. Smoking is not permitted anywhere on any of the school sites.

We ask that Parents/Guardians remain on-site for the duration of their child's swimming lesson (not applicable to adult swimmers).

If necessary, FFSC reserve the right to ask anyone to leave the poolside at any time.

#### **Parking:**

Parking instructions specific to your lesson venue will be provided at enrolment/re-enrolment. As we use school sites, please drive very slowly and with extreme caution as there are many adults and children moving around at different times.

#### **Goggles:**

In order to teach children to be a safe as possible and to be equipped to react calmly and effectively in the event of falling into water, FFSC actively encourages children to swim without goggles until they are working towards Stage 3. At this point they spend longer periods of time with their face in the water and goggles can be beneficial.

Please note that many of the

elements for each stage of the ASA swimmers journey will require swimmers to demonstrate these elements without goggles in order to pass the stage. Should your child need to wear goggles for medical reasons please contact us.

#### **Changes to Terms & Conditions:**

Over the course of your time with us we may need to update our terms and conditions. We will email you with any amendments or updates to them. Our latest full terms and conditions can be found on our website:

[www.farnboroughfins.org/aboutus/policiefaq/policies/](http://www.farnboroughfins.org/aboutus/policiefaq/policies/)

#### **Data Protection:**

All personal details provided to and kept by Farnborough Fins Swimming Club are for our administrative purposes only and will not be passed to any Third Parties. An individual's personal details will remain on file for a maximum of 3 years after discontinuing association with Farnborough Fins Swimming Club, at which point they will be deleted.

#### **Photography:**

FFSC may wish to take photographs and videos of individual and groups of swimmers under the age of 18 that may include your child during their membership of the club. If you do not wish for your child to be included in any photography or video footage please inform the office in writing.

#### **Code of Conduct:**

FFSC will not tolerate abuse of any kind to our staff and all members/ parents of members of the club must abide by our Codes of Conduct and the rules set out for each facility. FFSC reserves the right to end the contract if FFSC deems there to have been any kind of abuse or violation of these rules.

#### **Privacy, Equity, Safeguarding & Code of Conduct Policies:**

Full details of these policies can be found on our website:

[www.farnboroughfins.org/aboutus/policiefaq/policies/](http://www.farnboroughfins.org/aboutus/policiefaq/policies/)