



Judy Sporle School of Swimming

Excellence in teaching

Terms and Conditions

General Rules

- If you or a member of your household has any signs or symptoms of COVID-19, you or they are not to enter the swimming facility or attend swimming lessons.
- Only 1 adult per swimmer may enter the swimming facility. Only bring siblings, that are not attending swimming lessons, if unavoidable.
- You will be registered on arrival at the swimming pool building.
- Use hand gel on entering and exiting the swimming pool building.
- Follow all signage on the school site inside and outside of the swimming pool building.
- Social Distancing protocols must always be complied with when on the school site. The wearing of face masks is mandatory.
- Swimmers are encouraged to shower before arriving.
- Shoes must be removed by all persons before entering the changing rooms/poolside.
- No pushchairs are allowed in changing rooms or on poolside.
- All swimmers will be required to wear a swimming hat. Accompanying adults entering the water are not required to wear a hat. Currently no assistance can be offered by staff in fitting these.
- No spare hats, goggles or costumes will be provided.
- Safety is of paramount concern and we reserve the right to remove anyone in or around the pool that gives us any concern whatsoever with regards to theirs or others safety.
- Water temperature – the acceptable tolerance is 27 to 31 degrees for the both pools.

Payments

Payment is due in full before the start of any lessons.

Payment can be made by BACS to Account Number - 01821649, Sort code - 30-99-71. Please use invoice number as the reference. Reminder letters will be sent in the case of any payments not being received by the first lesson, at a cost of an additional £5.00 each.

Handling by Judy Sporle School of Swimming staff

Due to COVID-19 restrictions Judy Sporle School of Swimming teachers will NOT be in the water and will ONLY handle a pupil in case of an emergency. All staff are DBS checked and follow our Child Protection policy.

Our Guarantee

Teachers used for lessons will always be qualified and DBS checked. The teacher/s may be subject to change without notice, but we will try to keep this to a minimum.

Parental Responsibilities

Parents are responsible for their children whilst on the school site. Children are not Judy Sporle Swimming Enterprises Ltd's responsibility until the lessons starts.

During lessons, parents must not interrupt or communicate with the teacher, distract the pupils or approach the pool, unless it is a matter of health and safety, as you may endanger the safety of the pupils and other pool users. Children under the age of 16 years must have a responsible adult on site during the lesson.

Sickness and Holidays

If the participant is unwell, they are requested not to swim.

Any medical reason that means the participant is unable to swim for a duration of time would need to be put in writing by email ASAP.

Options are:

1. To withdraw from schedule, without priority booking for the following term, remaining lessons will be credited onto your account.
2. To stay within schedule, with priority booking for the following term, no credit is given.

Refunds, credits or make-up lessons can not be given for sickness or holidays.

COVID-19 Symptoms

Anyone in your household/bubble with COVID-19 symptoms such as:

- A new continuous cough
- A high temperature
- A loss or change to sense of smell or taste

are NOT to enter the school site or to attend lessons.

You are advised to stay at home and self-isolate in line with government guidelines.

If you or a member of your household is required to self-isolate, we will endeavour to offer you a make-up lesson. However, if you cannot attend the day/time, or we are unable to offer a make-up class within the current term, no refund or credit will be given.

Complaints

The complaint should initially be reported to the poolside supervisor or via email. Failing a satisfactory resolution, the complaint will be dealt through the Judy Sporle School of Swimming office. If necessary, the complaint will be passed to the Senior Management Team.

Cancellations

If you wish to cancel the lessons, contact us on email:

info@judy-sporle.co.uk.

- If we receive the email 7 days before the first lesson, your payment will be refunded minus £10 admin fee.
- If we receive the email between 6 days and 24 hours before the first lesson, your payment will be refunded minus the first lesson fee and £10 admin fee.
- If we receive the email within 24 hours of the lesson, your payment will be refunded minus any spent lessons (missed or attended), £20 cancellation fee and £10 admin fee.
- If we receive the email after the term has commenced, we require notice of 24 hours before the start of the lesson. Your payment will be refunded minus any spent lessons (including any lessons within 24 hours), £20 cancellation fee and £10 admin fee.

Refunds may be given via BACS transfer. Refunds/Credits are not given if your child refuses to enter the water.

Pool Closures

Pool closures happen on rare occasions, making it necessary to cancel lessons. Pool closures due to maintenance, mechanical, water clarity or contamination, we will ONLY give a credit and not a refund.

Any cancellations due to power failure, adverse weather conditions, disasters, terrorism, war, and pandemics will not be refundable or credited, as these are out of our control.

If any credit is awarded at the discretion of the Judy Sporle Director will be non-refundable. These will need to be redeemed within the subsequent term provided by the swim school.

Liabilities

Judy Sporle Swimming Enterprises Ltd are not liable for any damage or loss of property whilst on the premises on the site. Judy Sporle Swimming Enterprises Ltd will not accept liability for accident or injury (including any fatality) to any persons that may occur on the site.

GDPR (Data Protection)

Under the new GDPR regulations, we are required to continually investigate our own systems, procedures and working practices and policies to ensure that we always meet the requirements expected and that our client data is safe. All personal data we hold has been provided by you and is for business purposes only. Judy Sporle School of Swimming does not pass on any information to any third party, unless deemed necessary.

By enrolling into our swim school, you are agreeing to our terms and conditions and the following statement:

I warrant that, to my knowledge, the participant is medically and physically fit and able to undertake and participate in swim school activities and will not be a danger to themselves or to the health and safety of others. I acknowledge that the participant undertakes all activities at their own risk and the swim school has not and cannot make any representation or guarantee that attending the venue or participating in swimming is free from risk.