

Vision Redbridge Swim Vision's Terms & Conditions – 1



GENERAL CONDITIONS:

- The swimming lesson is not valid and 'live' unless payment has been made for that current month of lessons.
- Direct Debit payments are taken by Debit Finance Collections; payments will continue to be taken monthly unless written notice is received by email providing at least ONE CALENDAR MONTHS' NOTICE prior to proposed termination date.
- The monthly Direct Debits are pre calculated over 50 weeks and divided in to 12 equal monthly payments. This therefore means our two week closure over Christmas is not charged for and therefore the automated system email sent by go learn for cancelled sessions is just a reminder of the closure and not a notification for refund as it is for normal cancellations.
- You may freeze lessons for medical reasons and this request should be put in an email with reasonable evidence provided. Swimming lessons can be frozen for a maximum period of 2 months.
- If payment is not received by Direct Debit, for any reason, this will result in you/your child being removed from the class at the end of the last direct debit collection period. This will result in you/your child losing your current place.
- Stage badges and certificates are inclusive of the monthly direct debit amounts and can be collected from the centre's reception.
- You should ensure all details are kept up-to-date and any changes should be put in an email.
- Contact details for any of the above queries are:
Fullwell Cross: svfullwell@vision-rcl.org.uk
Loxford: svloxford@vision-rcl.org.uk
Mayfield: svmayfield@vision-rcl.org.uk

COURSE SPECIFICS

- Swim Vision lessons are delivered in accordance with Swim England's Learn to Swim Programme. As the National Governing Body, Swim England provides the set criteria and outcomes for each stage, as well as the awards, certificates and badges, available to acknowledge each and every achievement.
- Upon your enrolment an offer email will be send and you will have seven days to respond and accept the space and sign up. If we do not hear from you within the seven days of your offer we will assume you are not wanting to take the offer up and will therefore be removed from our waiting lists.
- Upon successful enrolment to a Swim Vision Course, you will receive a welcome pack via email. The welcome pack will include information on how to register on the Home Portal where you will be able to; View and track your/your child's progress.
- Please note programme bookings are not transferrable across each centre. When you are selecting your preferred centre for your lessons, we will endeavour to offer you spaces at your preferred venue. However due to varying time frames for waiting list at each centre, you will be committed to the centre you accepted your offer at for the duration of your time within the Swim Vision programme. Any deviation of this will be at the sole discretion of Swim Vision and will be determined on the provision of what Swim Vision deems as a valid reason.
- The lessons are twenty-five minutes of water time; unless

stated otherwise. Pupils more than 5 minutes late for their lesson may be refused entry. A decision will be made at the discretion of the teacher in attendance at the time of the lesson as to whether the late comers entry to the lesson will be a distraction to the rest of the class or unbeneficial to the pupil themselves.

CANCELLATIONS

- If for any reason Swim Vision needs to cancel a swimming lesson your next direct debit charge, will be adjusted (after the 21st of the month (this may be the following month). Where the centre remains open and lessons continue to go ahead adjustments will not be made for those who, do not attend, under any circumstances.

REFUNDS

- Refunds may be provided due to exceptional circumstances – medical – where medical documentation can be provided within 7 days of first absence. If an original doctor's certificate is provided, the swimmer will be removed from the class register for future lessons and Direct Debit will be frozen, however there is no guarantee a place will be available on their return. In order to guarantee they remain in their existing class, the swimmer will need to stay on the register; throughout this. Direct debit payments will continue to be taken.
- For vaccinations booked during your scheduled lesson Swim Vision may permit a lesson credit if a vaccinations card can be provided to show the date and time of the vaccine. This is at Swim Vision's sole discretion.
- Swim Vision will not credit or refund for everyday illnesses like cold, flu & tummy upsets etc. You do have the option to have the swimmer removed from their current class register for future lessons and unused credits will remain on their account, however this may result in their space being offered to another pupil. In order to guarantee they remain in their existing class, the swimmer will need to stay on the register; throughout this period a lesson credit will automatically be deducted from the swimmer's account each week.
- Swim Vision will not credit or refund for holidays and religious holidays/festivals (fasting inclusive). If a swim instructor leaves Swim Vision, where possible another teacher will take over the lessons. Refunds will not be provided by reason of a departure or change of instructor.
- Any lessons not attended by you/your child will not be refunded, credited or rescheduled.
- Prior to or during your/your child's lessons health concerns may arise that could affect you/your child's ability to continue safely with the lessons. Under these circumstances Swim Vision reserves the right to require you to provide a note/ letter from your doctor, physiotherapist or other appropriate health care professional before continuing with your/your child's lessons. Should Swim Vision determine (in its sole discretion) that the health concerns of you/your child prevent the swimmer from starting or continuing any lessons that have been paid for but not attended, these will be deducted from future payments.
- If a lesson is disrupted through no fault of our own (for example, where a swimmer is ill in the pool) every effort will be made to resume lessons as soon as it is safe to do so.

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Whilst swimmers are out of the pool, the teacher will ensure this time is spent constructively (water safety talks/questions). If more than 15 minutes of the lesson is lost then we will deduct the cost of the lesson from the next direct debit payment.

- Please be aware that your/your child's swimming teacher (or other any other Vision RCL staff) cannot diagnose and/or prescribe treatment for any form of injury, disease or other medical problem.
- Swim Vision reserves the right to refuse registration or participation to the Swim School in the event any health concerns are identified on the booking form or otherwise, unless a medical note/letter from your doctor, as the case may be, your child's doctor approving such swimming lessons has been provided to Swim Vision.
- Whilst we will endeavour to provide the same teacher each week, this is not always possible due to sickness and leave. Therefore, there may be times when we cover sessions with an alternative suitably qualified and DBS checked teacher. There may be occasions where, due to short notice teacher absence, we will need to combine similar stage classes. All teachers will have access to the swimmer's current progress so that they are able to pick up the teaching without any detriment to the swimmer. Refunds will not be made on lessons in which sufficient cover has been provided for.
- Refunds/Freezing of lessons are not given for menstruation purposes.

ASSESSMENTS AND MOVES

- Swimmers from other swim programmes will need to be assessed before joining our programme to ensure they enter at the correct stage. Swimmers that are unable to swim 5m on their front and back without putting their feet down will not require an assessment and will automatically be enrolled in Stage 1 or Ducklings (age dependant). Assessments can be arranged through our Swim Development Management Team.
- We follow the Swim England progression scheme; however we introduce elements above the minimum standards for each stage and therefore a swimmer may find they are initially in a stage lower with us than where they have come from. We are committed to ensuring that swimmers develop correct techniques throughout our programme.
- Electronic devices are used to record lesson attendance and to update progress on poolside. Please note progress will not necessarily be updated every week as this can detract from the teaching but will be regularly assessed. Whilst the skill elements are used as a guideline for moving the swimmer, the fundamentals of each stroke will continue to be taught at each stage. Swimmers will be expected to be of a high enough standard for the stage. For example, the distance swims will not just be measured on the completion of the required distance but on the proficiency of the stroke.
- Swimmer's progress can be viewed on the Home Portal. Once a swimmer has reached 100% of their stage they can be moved to the next stage via the Home Portal or Reception. On the occasion that no movement space is available, swimmers will be expected to remain in their current stage and continue practicing and honing their skills until a suitable space becomes available.

- All our teachers are qualified in both teaching and assessing the ability of the swimmers. Swimmers will move as and when the teacher feels they have reached the necessary criteria and are able to consistently perform the skills.
- After passing each of the Stages 1-7, a certificate and badge can be collected from Reception and can be used in conjunction with Swim England's learn to swim app to really make the most of your child's achievements.

HEALTH & SAFETY

- All are expected to observe the centre and pool rules at all times and respect all centre users and staff whilst in the centre.
- Health and safety is paramount and any swimmer whose behaviour compromises the safety or the learning experience of the others may be temporarily removed from the lesson without a refund.
- We reserve the right in extreme circumstances to exclude a swimmer from our programme, without refund, for persistently poor behaviour.
- For health and safety reasons Swim Vision requires that swimmers do not access poolside more than 5 minutes prior to the start of your/your child's lesson.
- No parents, guardians or other associates are permitted poolside. We encourage spectating from the viewing gallery, unless you have gained permission to go poolside from a Swimming Development Manager, Duty Manager or Centre Manager. Parents of duckling classes will only be permitted poolside at the teacher's discretion and if space allows.
- Where the swimmer is under 8 years old, a responsible adult (over 16) must remain in the centre premises and be contactable for the duration of the lesson. If it is brought to our attention that a child is left on the premises without a responsible adult present we are at liberty to withdraw the child from the programme on grounds of safeguarding and health and safety violations.
- Where the swimmer is under 8 parents/guardians will need to be within view of the lesson at all times in case they are required by the teacher.
- Please ensure under 8s are accompanied by an adult to poolside and handed over to their respective teachers. Similarly post lesson, under 8s must be collected promptly by an adult.

MEDICAL INFORMATION AND SPECIAL EDUCATIONAL NEEDS

- We strive to provide an inclusive programme so please ensure any medical information or special educational needs are highlighted when enrolling or at any time an additional need is identified. This ensures the swimmer is in an appropriate lesson and teachers can adapt their lesson accordingly.
- Where a child with Special Educational Needs are finding group classes challenging, Swim Vision may advise that they will benefit from moving to 1-2-1's or a class that will allow for the child to be better supported.

CHANGING

- Please be aware that all belongings left in the changing

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rooms should be placed in a locker and not left on the benches. This is to be fair to all other users of the facility and for security of your possessions. Any unattended items will be removed from the changing facilities and placed in lost property for a maximum period of 24 hours before being disposed of.

- Any child of 8 years or older must change in the changing rooms for the appropriate gender.
- We have group changing rooms accessible if required. Please ask at Reception if you would like access to these.

VALUABLES

- While Vision RCL provide locker facilities, we will not accept any loss or damage of any personal effects brought in by a swimmer to a swimming lesson. You/your child are therefore requested to ensure that no valuable items are brought into swimming lessons.

LESSON HANDOVERS

- Swimmers should arrive poolside within five minutes of their lesson start time, having used the toilet, wearing their swim hat (and goggles if required) ready to swim so as not to disrupt the lesson. Swimmers should wear swim nappies if required. Under 8s requiring the toilet during a lesson will need to be accompanied by their parent/guardian.
- We advise swimmers do not to eat within a minimum of an hour of their lesson starting.

SWIMMING IN THE PUBLIC AREA

- Where available, anyone wishing to swim outside of a swimming lesson is required to pay for their swim at Reception and will be provided with a wristband/receipt as confirmation of purchase.
- We strongly recommend swimmers do not swim immediately before their lesson as they need to be mentally and physically fresh to gain the most benefit.

PRIVATE LESSONS AND BABY AND CHILD LESSONS

- Parent and Child classes will be booked, in no more than blocks of 5 weeks, places will be on a first come first served basis and are payment is made at leisure centre reception.
- Private lessons are booked after consultation with the teacher, lessons run within public swimming session and payment is made at a leisure centre reception.
- You are required to provide a minimum of 24 hours' notice of any cancellation for private lessons (1-2-1's / 1-2-2's). It is your responsibility to ensure that the instructor is adequately informed of the cancellation. Failure to provide adequate notice prior to 24 hours of your lesson booking will result in a loss of lesson. *VOICEMAILS ARE NOT CONSIDERED SATISFACTORY NOTICE.

SWIM WEAR

- Appropriate swim wear must be worn for each lesson. Failure to do so may result in you/your child being refused entry to the lesson.
- In the interests of safety, no jewellery, watches accessories or any other embellishments of any type should be worn in the water and swimmers will be asked to remove any items prior to the lesson beginning. In instances of a religious bangle

which cannot be removed, it must be secured and completely covered by either a sweat band or surgical tape to ensure it does not move up and down the wrist and therefore does not pose a risk to the swimmer or their fellow swimmers. Swim Vision and their teachers do not take any responsibility for the loss of any personal belongings.

- All female swimmers, regardless of age, are requested to wear a full one-piece swimming costume or a fitted two-piece (excluding bikinis), providing it is made of swimsuit material. Swim dresses, leotards, cycling shorts, underwear and any other non-swimsuit material items are not permitted. Burkinis are acceptable provided they are made of a swimsuit material and are fitted enough not to produce too much drag to the swimmer.
- All male swimmers should wear trunks, specific swim shorts, swim brand shorts and t-shirts or all in one suits made of a swimsuit material. Board shorts, sports shorts, cycling shorts or underwear are not permitted.
- Underwear worn underneath swimwear is not permitted for hygiene reasons.
- Wet suits are not permitted.
- Goggles are permitted but are not advised. If a swimmer needs to wear goggles, they must fit correctly. Swimmers should leave them on once the lesson starts and not keep removing them as this can cause disruptions. Swimmers will be asked to remove goggles should persistent disruptions be caused.
- All Swim Vision pupils in our swim programme are required to wear the appropriate stage colour swim hats which will need to be collected from reception prior to the start of the first lesson. The colour of the hats signifies the stage the child is in and therefore are a health and safety requirement, failure to wear the provided swim hat may result in the pupil being refused entry to their class. If a hat is broken/lost or forgotten, replacements will need to be purchased from reception.
- Swimmer's hair should be tied back where appropriate and then secured inside their lesson hat so that their hair does not fall across the eyes.

PERSONAL DATA

- For information on how Vision collects and uses your personal data please refer to Vision's privacy notice on our website: www.visionrcl.org.uk/privacy-policy

FEEDBACK

- If you have any questions or queries, related to our swim programme, please speak to a member of our Reception team rather than speaking to the teacher directly. Reception will then provide you with contact details for the Swimming Development Management Team or other relevant member of staff. This is vital as it enables teachers to adhere to their teaching schedule and ensures we can provide high quality customer service.

PLEASE NOTE:

- Vision reserves the right to amend or update the T&C's, with no prior notice, however the reviewed document will always be uploaded on the Vision Website.