

ELA Active - Swimming Lessons Full Terms and Conditions

ELA Active Impington wants you and your child to enjoy and make the most of our sports facilities. To ensure you know your rights and responsibilities when using our swimming lessons, our sport facilities and its services it is important that you read and understand this agreement.

1. Teaching policies, procedures and parental responsibilities

1.1 All ELA Active Impington Swimming Teachers are Swim England/STA qualified to the relevant standard and have an in-date DBS check before they are allowed to teach.

1.2 Swimming Teachers will take responsibility for pupils during their swimming lessons, but any parents/guardians are required to remain nearby (in the designated viewing gallery) so that if required the parent/guardian can deal with toilet breaks or any behavioural issues. Teachers or Sports Centre staff will not take pupils to the toilet.

1.3 Parents/guardians must remain on the premises whilst the pupil is attending their swimming lessons. This is imperative in case of the unlikely event of a medical emergency, building evacuation or other emergency situation. It is the parent/guardian's responsibility to supervise/watch their child get to and from their teaching station ensuring a prompt pick up at the end of the lesson. Pupils must be collected promptly at the end of the lesson.

1.4 Parents/guardians must never distract the teacher during a lesson and should direct all communication through the Duty Manager or swim lesson co-ordinator (if available). Parents/guardians should not speak with a teacher during the period that lessons are in progress as it is dangerous and will distract the teacher from the supervision of the pupils in their lesson.

1.5 Pupils can be refused entry to the lesson if they are more than 5 minutes late for a class, as it disrupts the lesson for the other pupils.

2. Pupil illness

2.1 If your child is unwell, we recommend that you do not bring them to their swimming lesson.

2.2 If your child has been ill with diarrhoea, they should not attend their lesson. To protect others, they should not swim for at least a week after it has completely cleared up.

3. Swimming lesson programme

3.1 Ducklings, Stages 1-6 are held over a 30-minute timeslot; Stage 7 - 45mins; A/B Swim Squads & Rookie Lifeguard – 60mins, which includes time to take registers and assessments.

3.2 Pupil to Teacher ratios are developed in line with Swim England Guidelines.

3.3 ELA Active Impington reserves the right to combine classes at short notice if necessary.

4. Swimming lesson dress code and hygiene

4.1 All children should wear appropriate fitting costumes/trunks and shorts specifically designed for swimming. Baggy costumes/trunks can hamper movement.

4.2 No jewellery should be worn during a swimming lesson. Religious or medical bracelets are allowed but should not distract the swimmer from their lesson.

4.3 The use of goggles is permitted, but pupils will be asked to remove them if they are providing a distraction and when performing certain skills (unless there is a medical reason for goggles to be worn). We recommend the use of dioptre corrective goggles for anyone with a visual impairment.

4.4 All swimmers should shower before their lesson. Please ensure that all hair gel/body lotions are removed. This will help to keep the water clean. Make sure your child uses the toilet before the lesson commences. Please ensure your child showers after the lesson.

5. Pupil progression

5.1 All pupils on the ELA Active Impington swimming programme will follow the “Swim England Learn to Swim Framework”.

5.2 Swimming Teachers continually assess all pupils’ progression throughout the term.

5.3 Progression of all pupils will be at the judgment of the swimming teacher and in accordance with the progression within the criteria of the “Swim England Learn to Swim Framework”.

5.4 Pupils will be moved up to the next class when they meet the skills criteria required and if there is adequate room in the next Stage for the movement to take place.

5.5 Upon completion of a Stage, the parent/guardian will be contacted explaining that the child is ready to move up to the next Stage via email.

5.6 A valid e-mail address is required to access Home Portal to view progress and assessments.

5.7 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, as a space within the next stage may not always be immediately available. Those waiting for spaces will be kept in their current stage until a place becomes available and will be working on developing skills appropriate to the new stage.

6. Swimming lesson payment

6.1 All fees for the ELA Active Impington must be paid in advance of the lessons. Current fees can be viewed on the child swimming lessons.

6.2 Direct Debit payments are taken on 1st of each month.

6.3 New joiners, taking the Direct Debit option, will pay a pro-rata payment for any lessons which take place prior to the first Direct Debit being taken.

6.4 We reserve the right to apply a joining fee where appropriate.

6.5 To cancel your Direct Debit for the ELA Active Impington Swim Scheme, please email swimlessons@ivc.tela.org.uk and give one clear calendar months’ notice.

6.6 Failure to provide the full notice period to cancel your lesson place when paying with Direct Debit, may result in ELA Active Impington taking recovery action for the outstanding payment.

6.7 ELA Active Impington reserves the right to change the price of swimming lessons at any time. Direct Debit customers will be notified in writing with at least 10 working days’ notice of any change.

6.8 For any failed Direct Debits, the ELA Active Impington Swim Academy reserves the right to restrict access to the lessons until a suitable payment has been made for the missed Direct Debit Payment. Under these circumstances, the ELA Active Impington Swim Academy will not guarantee the same space on the existing lesson.

6.9 Direct Debit payments include one lesson per week at the agreed Stage of lessons for the monthly Direct Debit subscription.

6.10 The monthly Direct Debit subscription remains the same for each calendar month, regardless of the number of lessons that are delivered during the month i.e. some months there will be five lessons, whilst in most months there will be four. During December there will be two or three lessons depending on the cycle of the year. Over a 12-month period, with 12 equal Direct Debit payments, a total of 50 swimming lessons will be available to attend unless a lesson has been cancelled - please see section 8 for more details.

6.11 For the avoidance of doubt, ELA Active Impington payments do not entitle you or your child to any other rights or privileges experienced under any other membership/contract type chosen with the exception of those listed in these swimming lesson terms and conditions.

7. Changing and moving lesson

7.1 You may request a change of time, day or Swimming Teacher and we will try to accommodate your request, provided space is available. If you cannot be accommodated at that time, your child will be added to the movement's list and you will be able to make movements through Home Portal when a space becomes available.

7.2 Swimming ability and speed of progression will vary depending upon the swimmer.

8. Pool closure and cancelled swimming lessons

8.1 In the event of a pool closure we will make every attempt to contact our customers as soon as possible. Contact will be via email or phone.

8.2 Customers paying for swimming lessons will be provided with a catch-up lesson, to replace the missed session. In the event catch up lessons are not available, discounted lessons during the holiday crash courses will be given.

8.3 In the event of a planned pool closure, wherever possible, you be offered an alternative class to accommodate your lesson.

8.4 ELA Active Impington reserves the right to cancel classes should numbers fall below our minimum numbers per group (50% of class capacity). If this happens you will be offered an alternative lesson of the same level.

9. Missed lessons

9.1 Lesson fees are non-refundable where the pupil has either missed lessons or decided to withdraw from the programme altogether.

9.2 Lessons run consecutively, the lesson credits will be utilised as each lesson takes place regardless of pupil attendance, with the exception of pool closure/lesson cancellation (section 8).

9.3 In exceptional circumstances, management may exercise discretion on refunds or credit notes, but this would only be on production of a medical certificate or documentation from a medical centre, hospital or GP.

10. Changing teacher

10.1 We will use reasonable endeavours to provide the same instructor for each lesson within a course. However, relief instructors may be used without prior notification.

10.2 We reserve the right to appoint a new teacher at any time and may, at times, need to provide an alternative teacher for a class or classes due to illness or for any other unforeseen circumstances.

10.3 In the event a teacher is away for a long period of time we will try to keep the same teacher for the duration of the absence where possible.

10.4 If a teacher is absent, the centre reserves the right to join classes together if considered appropriate and safe according to Swim England guidelines. We would always try to put a replacement teacher in place immediately, however, if this is not manageable, we would put the classes together in order to avoid cancellation. This would be an extremely rare occurrence as additional teachers are usually available to cover any such eventualities.

11. Communication

11.1 We like to encourage communication and welcome issues to be raised with our staff.

11.2 The duty manager team will be available to resolve any poolside issues. Any problems or issues should be conveyed through them. They can be contacted through reception.

11.3 If you have any questions regarding the progression of your child, please contact the Swim lessons co-ordinator via email swimlesson@ivc.tmet.org.uk . ELA Active Impington team will contact you to discuss the query regarding your child.

11.4 All parents/guardians are required to supply us with a valid e-mail address for quick communication purposes. This is essential so that we can inform you when your child is ready to move up to the next stage of lessons or for any cancellations.

12. Viewing

12.1 Parents/guardians are not permitted on the poolside but must sit in the pool viewing areas. Parents must not interfere with the lessons or distract the swimming teachers.

12.2 We do ask that all spectators remain in the seating area in order to prevent any unnecessary distractions for the teachers and make every effort to ensure that all footwear is clean.

12.3 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.

12.4 No photography or filming is permitted on poolside or in the changing area without prior approval from the Centre Management.

13. Behaviour and conduct

13.1 Parents accept that their child is under the supervision, control and care of the Swimming Teacher, during the lesson period. Should the behaviour of the child be unsatisfactory and the class is being disrupted, the Swimming Teacher has the right to remove the pupil from the class.

13.2 The teacher may employ reasonable measures as are necessary to maintain the smooth delivery of the class. We reserve the right to request that your child should be removed from classes should they persistently disrupt or are seen to be putting themselves or anyone else at risk during the class. If a child is removed under these circumstances and suitable alternative arrangements cannot be made, no refund will be provided.

13.3 If a swim academy pupil causes the cancellation of a swim academy session or individual class, we reserve the right to apply a penalty for loss of income for this activity. This will be administered and applied at the centre management discretion.

14. Liability

14.1 ELA Active Impington's liability pursuant to these terms and conditions is limited, to the fullest extent permitted by law, to the fees paid by the user. The Sports Centre does not accept liability for loss or damage to personal belongings brought into the swimming pool facility.