



Inspiring a healthy community, investing in learning

SWIM SCHOOL TERMS AND CONDITIONS



We are committed to providing excellent sporting, fitness and wellbeing opportunities for all.

Profits are re-invested into the schools supported by The Aylsham Community Trust (Families) for the benefit of the children, their families and the community.

All Swim school users must read and obey the conditions for use, as stated below. Failure to do this may result in a penalty or termination of lessons.

1. You must be over 18 years of age to book swimming lessons. Lessons are only bookable in a full term minimum contract.
2. Participants must have received booking confirmation and set up their direct debit mandate prior to the start of the first lesson, failure to do so may result in refusal of entry.
3. Only those participating in swimming lessons are allowed in the pool.
4. The swim school code of conduct must be read and adhered to by all spectators and swimmers. It is the responsibility of the parent/carer to ensure that all children remain supervised at all times.
5. No food is to be consumed in the pool area or changing rooms and only 'sports' drinks or water to be consumed.
6. No outdoor footwear is allowed in the pool area or changing rooms.
7. Correct swimming attire is to be worn by all participants including whilst showering.
8. Aylsham Swim Academy has the right to refuse access, cancel or terminate lessons, if necessary, without giving specific reasons for doing so.
9. Aylsham Swim Academy has the right to change lesson timetables and instructors when required without prior notice. Where possible we will try to notify participants of these changes.
10. Any breakages or damages are to be reported to a member of the Sports Hub team immediately.
11. Emergency exits, fire extinguishers and alarm points are not to be obstructed.
12. Alterations to lighting or heating systems are forbidden.
13. Litter is to be correctly disposed of in the bins provided.
14. Please respect the local residents when visiting Aylsham Sports Hub.
15. No unauthorised access into any other areas of the site other than the pool and designated pool changing rooms.
16. No dogs are permitted on site (with the exception of assistance or guide dogs).

Checks are carried out by the Hub team to ensure all conditions of use are being met.

Swimmer progression and stage changes

Once a half term swimmers progress reports on swim soft will be updated and made active for parents to view their tick sheets. At the end of every full term a written feedback report will be issued to update the parent of their child's progress,

Swimmers progress at their own individual pace. Once ready to move to the next stage, the instructor will update the online portal and notify management which then generates a notification email which will automatically be sent out to request a stage change.

Class suitability

Swimmers can be enrolled into lessons through swim soft. Parents/carers should select the class that best matches the swimmer's age and ability. We are also happy to discuss this with the individual where required. If a swimmer is booked into an unsuitable class, the instructor may recommend a transfer to a more appropriate group.

To support a safe and structured learning environment:

Swimmers should not access the poolside more than 5 minutes before the lesson start time.

Instructor contact during lessons

During swim lessons, there may be occasions where light physical contact from the instructor is necessary to ensure the swimmer's safety, provide support, or assist with the correct technique.

Examples include:

- Supporting younger or less confident swimmers in the water
- Guiding arm or leg movements for technique correction
- Providing assistance during floats, glides, or submersions.

All contact is conducted respectfully, professionally, and in line with safeguarding guidelines.

Baby and Pre-school

Swimwear for non-potty-trained swimmers

All swimmers who are not fully potty trained must wear a suitable swimming nappy during their lesson under their swim wear. We recommend a thermal all in one suit for babies up to 1 year. Regular nappies are not permitted in the pool.

No forced submission policy

At Aylsham Swim Academy, the emotional and physical wellbeing of every swimmer is our top priority. Our instructors follow a child-led, confidence-building approach to teaching and will never use forced submission techniques in lessons. We will not force any swimmer into the water against their will, physically submerge a swimmer without their consent. We do not condone using coercive methods to make a swimmer perform skills they are not ready for. Instead, we encourage gradual progress through trust, reassurance, and positive reinforcement and encourage parent to adopt the same ethos.

Medical information and Additional Needs

Aylsham Swim Academy cannot accept responsibility for the medical conditions or additional needs of any swimmer unless a full disclosure of the details has been made prior to lessons by the swimmer, or the parent or guardian of a swimmer when first registering the swimmer for lessons. It is the responsibility of parents to update and notify us of any changes to any medical conditions being confirmed during a course of lessons after the swimmer has been enrolled.

Lateness

To ensure the safety and progress of all swimmers, punctuality is essential. Swimmers should arrive in time to be ready for the start of their lesson. If a swimmer arrives late:

- They may not be permitted to join the session if it has already started, depending on the stage and nature of the lesson
- Entering the pool late can disrupt the class and compromise the swimmer's safety and focus
- Missed time due to lateness will not be refunded, credited, or made up.

Please plan to arrive in good time to allow for changing and to ensure swimmers are ready at the poolside before their lesson begins.

Severe Weather

The Hub staff have the right to stop or cancel swimming lessons due to severe weather such as a storms, strong winds, heavy rain or ice/snow which could trigger power cuts or lighting failure. This includes any compromise to the water quality or temperature. Payments will be credited forward to the next half term and automatically deducted from the following direct debit.

Alcohol or Smoking (including e-cigarettes) is NOT PERMITTED on site

Failure to comply with the no-smoking/alcohol restriction WILL result in lessons being terminated. This restriction applies to the whole Aylsham Sports Hub site including the car park and footpaths.

Parking

It is essential that all visitors to Aylsham Swim Academy park in the designated car park leaving access for emergency vehicles. Swimming lesson access remains through the double blue gates. The main entrance doors will only permit access 15 minutes prior to lessons. You must vacate the premises before closing hours. Failure to do this may result in your vehicle being locked in the car park; a fee may be applied to release your vehicle.

Cancellation of bookings

Cancellation can be made up to 14 days prior to first swimming lesson of the full term. Thereafter, the full cost of the term will be chargeable. In exceptional circumstances we may permit the swimmer to move a booking to a future term if adequate notice is given. Individual sessions for holiday and sickness are still chargeable.

Swimming pool admission policy:

Swimming lessons must be booked and paid for prior to attending the first session, teachers reserve the right to refuse access to anyone without this prior contract in place.

All children must be accompanied by an adult or parent (over the age of 18) on site at all times.

1 adult to 3 children

In the event of your child's behaviour causing disruption to the swimming lesson, our teachers reserve the right to ask your child to leave the pool immediately and/or to cancel all future lessons with immediate effect. No refunds will be given.

All participants must adhere to the Swimmers code of conduct behaving in a manner that keeps themselves and others safe.

All poolside rules must be adhered to as well as any instructions given by any members of staff, Failure to comply with the following may result in termination of future lesson and being asked to leave the pool.

The safety of our swimmers is paramount.

Parent/ carers are responsible for the safety and welfare of their children at all times including whilst showering and changing.



Swimming lesson payments

- Bookings are taken for full terms only, with payment required half termly prior to the half term starting.
- Our preferred payment method is Direct Debit. An admin charge of £5 per half term block will be chargeable with any other payment method.
- Lessons must be booked and paid for prior to the first lesson via swim soft with a direct debit mandate set up.

Changing Rooms

Please ensure all footwear is removed before entering the changing rooms.

Do not enter the pool area if the red barrier ribbon is in place.



Fire/Evacuation Procedures

In the event of a fire or on hearing the fire alarm please stop your activity and make your way to the front of the Sports Hub car park via the correct safe route (see below for details). The blue gate by the car park will be released if the fire alarm is sounded.

AYLSHAM SPORTS HUB

Emergency procedure and facility map

In the event of an emergency -

Call the emergency services (999) and contact a member of the Sports Hub team

On hearing the fire alarm -

Go directly to the assembly point - in front of the main reception

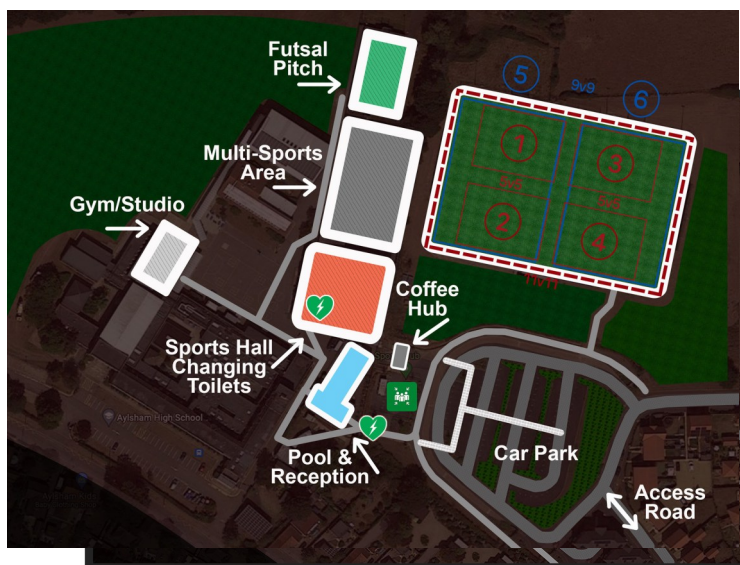
Do not return to the buildings until authorised to do so



**Defibrillator
Location**



**Assembly
Point**



Safeguarding

Aylsham Sports Hub is committed to safeguarding and promoting the welfare of all children, young people and adults at risk that take part in sport and leisure activities.

Safeguarding Information is available on our website -

<https://www.aylshamhigh.com/aylshamsportshub>

Sport Hub Responsibilities

For the duration of the lessons the Sports Hub will be responsible for ensuring the following provisions:

- Adequate means of escape in an emergency
- Fire extinguishers
- First aid equipment
- Access to a telephone
- Adequate heating, lighting and ventilation. This should include external lighting where required.
- Provide safe premises and equipment for all to use.

Aylsham Swim Academy will not accept liability for the loss of or damage to any personal items brought to any session. Including any belongings that are left in the pool/changing rooms.

Liability of Learner

Aylsham Sports Hub Ltd shall not be liable for any injury (including injury resulting in death) or damage to or loss of property, which shall or may occur to or be sustained by the learner, their assistants, servants or agents, or others entering on the property in the exercise or purported exercise of the lesson (with the exception of injury or damage as may occur by reason of the neglect of Aylsham Sports Hub or its servants or agents acting within the scope of their authority).



Contact details

Contact email– swimschool@aylshamsportshub.co.uk

Telephone no- 01263 738966

Address - Palmerston Way, Aylsham, NR11 6FN

AYLSHAM SWIM ACADEMY



AYLSHAM SPORTS HUB
SWIMMING LESSONS