



Pacific Blue Swim School

It's not if you can it's when you will.

Mobile - 07711 168708

eMail - info@pacificblueswimschool.org



Guidance To Parents—Swimming Lessons

This guidance tells you about the rules of 'Pacific Blue Swim School' (PBSS) as required by its insurance companies, National Governing Bodies and recognised good practice.

We follow current good practice and take advice from recognised governing bodies such as the The Swimming Teachers Association (STA), Swim England (SE), Royal Lifesaving Society (RLSS). If you have any queries about this guidance, please ask any member of staff. If there are any changes to this guidance during the course of a term, we will try to let you know.

- I. **Swim School Lessons**
 - a. Our swim school lessons do not exceed recommended guidelines on staff–participant ratios.
 - b. In all cases the ratio will not exceed 20:1 and in many cases are much lower than this, especially in beginner lessons.
 - c. For health and safety reasons no person must enter the pool hall until all members of staff are on site.
- II. **Changing facilities**
 - a. **ALL SWIMMERS TO BE CHANGED IN THE CHANGING ROOMS AT ALL VENUES**
 - b. In accordance with good safeguarding practice, children aged nine or over must not use the opposite-sex changing rooms, and parents/guardians of these children may not accompany the child into an opposite-sex changing area.
 - c. For example, a female parent/guardian may assist her five-year-old son to dress in the girls' changing area, but cannot accompany her nine-year-old son into the boys' changing area.
- III. **Photographing and the recording of images is only permitted with the written authorisation of PBSS management.** This is generally restricted to controlled conditions with the agreement of all participants.
- IV. **Electronic Equipment**
 - a. As most electronic equipment now includes a camera facility, these devices must be switched off while poolside and while children are dressing in the changing rooms.
 - b. This includes but is not limited to iPhones/Smart Phones, iPads/tablets, Nintendo DSs and Kindles. This is to protect both the device user and children.
 - c. PBSS would encourage all users to report any suspicious activity to a member of staff as soon as they can.
- V. **Poolside Rules & Lesson Observation**
 - a. SPROWSTON MANOR - ALL SWIMMERS TO BE SIGNED IN AT LEISURE RECEPTION BEFORE CHANGING
 - b. Only Fee Paying Members of Sprowston Manor may stay beyond the lesson time. We are very fortunate to be able to use Sprowston Manor, we have exclusive use for our lessons and I know there is not another venue like it in the county, it is our founding pool and the best Non-Swimmer venue I have ever taught at, however, unless you are a member you must not overstay your time on poolside, this jeopardises our use of the venue and is something I am not prepared to do. You are able to pay a day fee to access the facilities.
 - c. No Chairs or Furniture to be moved around on poolside.



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- d. No unnecessary kit on poolside
 - i. Sprowston Manor - Use the lockers provided
 - ii. Sprowston High School - Use the pegs in the changing rooms
- e. No Shoes to be worn on poolside.
 - i. Sprowston Manor - Over shoes are available from reception or leave in locker
 - ii. Sprowston High School - Leave in changing rooms
- f. No Chairs or Furniture to be moved around on poolside.
- g. FOOD - I understand that sometimes you have little ones who will need feeding.
 - i. Sprowston Manor - Use the seating area and bins provided
 - ii. Sprowston High School - Please keep this to the changing rooms (I've been finding an increasing number of bits at the end of the night).
- h. Viewing Lessons
 - i. Sprowston Manor - Please sit in the seating area or the main receptions area (To many people congregating at the end of the pool causes a risk on poolside
 - ii. Sprowston High School - Please ensure you keep to the changing room side of the pool (unless using the disabled access).
 - iii. All None swimming children to wait with the attending adult. We are starting to get little ones wandering to poolside and this is a serious risk, please ensure that they either stay with you or take them to the changing rooms.
- i. Do not block stairway's, walkway's or thoroughfare's We need to be able to get around the pool.
- j. All Swimmers to arrive no earlier than 10 minutes prior to their lesson (All Venues) If you are here to early the hot environment can cause issues for people of all ages There is also a limited amount of space for you everyone to be.
- k. At the end of the lesson all swimmers to leave and change straight away. We aim for an efficient turnaround between lessons, ensuring everyone gets the same treatment. Outside of the lesson it is the parents responsibility to ensure these rules are followed.

VI. Child sickness and illness

- a. We would request that all parents use their common sense when sending children to swimming lessons if they have been ill.
- b. Children should not participate in swimming activities if they have suffered from sickness or diarrhoea within the previous **48 hours**.
- c. Eye infections are usually highly contagious in a pool environment.
- d. Ear infections can be made worse by the pool environment.
- e. If you are unsure as to whether your child is well enough to swim, please do not hesitate to contact us.

VII. Lesson cancellation including Credits and Refunds

- a. Should PBSS need to cancel a lesson, we will endeavour to inform all parents/guardians using the contact details provided on enrolment forms, preferably via text message. Please note, however, we cannot guarantee that this will happen—especially if a closure is at short notice.
- b. In the case of extended closure we will keep you informed of when lessons will be recommencing.
- c. If your contact details change, please email us at info@pacificblueswimschool.org or text us on 07711 168708 so that we can ensure you do not miss any communication from us.
- d. A refund will be offered as a credit towards the next course of lessons.



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- e. Where credits are issued towards a new term of lessons these will be offered on a per lesson basis. For example, should two lessons be cancelled in a term, you will receive two credit lessons next term.
 - f. Credits are allocated to the child and cannot be transferred to another family.
- VIII. Enrolment** - All swimmers are automatically re-enrolled into the next months lessons no later than the 20th of the preceding month.
- IX. Fees** - All fees are due on the 1st of the month in advance of that months lessons
- X. Annual Membership** – All swimmers must pay the annual membership of £12.50 per swimmer per annum, this is due on or around the 20th January every year.
- XI. Accepted methods of payment**
- a. Direct Debit is our preferred method of payment.
 - b. Cash can be used but is not preferred.
 - c. Cheques will incur a 5% Fee as levied by our bank.
- XII. Failed payments**
- a. Due to charges imposed on us by our bank we must make a charge of £10.00 for any payment returned to us as unpaid.
 - b. As a requirement of our insurance policy, any child who has not paid for their block of lessons or had a payment returned as unpaid will be unable to participate in their lessons until the term fee and £10.00 charge has been paid in full. The simplest way is to set up the Direct Debit and we will take care of the rest.
- XIII. Refunds** - If lessons are cancelled by you after payment has been made, refunds will not normally be offered. In exceptional circumstances, places may be held and credits issued towards the next term of lessons. Where this is not possible, refunds may be offered at the discretion of management, subject to a £10.00 admin charge which will be deducted from the refunded amount. Refunds will be paid via online transfer.
- XIV. Code of Conduct** - Any behaviour which can be perceived as threatening or abusive towards any member of our staff, centre staff or member of public will not be tolerated. Anyone breaking this rule may be asked to not return. Anybody requested to not return will not receive a refund.
- XV. Data Protection** - The information provided by you to us will only be used for the purposes of processing and administering the swim school. This is in accordance with the Data Protection Act (1998).
- XVI. Smoking** - All our venues are no-smoking zones. Any parents/guardians who do wish to smoke must leave the site before smoking. This includes e-cigarettes.
- XVII. Comments, feedback and getting in touch with us** - PBSS welcomes your feedback and suggestions for improvement to our services, or to discuss any issues you have about your child's swimming. You can get in touch with us in person via any of our swimming instructors (however, to avoid disruption to lessons, please try to do this before or after, rather than during, a lesson); by emailing us info@pacificblueswimschool.org or by calling/texting 07711 168708