

Swimming Lessons Terms and Conditions

The important information below relates to the swimming lessons that we offer at our leisure sites. Please read these before starting your course.

- All lessons must be paid for via Direct Debit (DD), which should be set up prior to the first lesson. The initial payment will include a pro-rata payment and the 30 day notice period of £25.
- Once lessons have been paid for, no refunds can be made unless absence is caused by a serious illness which must be confirmed by a doctor's note.
- Lessons are not transferable from one swimmer to another.
- The Council reserves the right to cancel a lesson at any time.
- The Council will use reasonable endeavours to provide consistency in the swimming teacher for each lesson. However relief instructors may be used without prior notification.
- Instructors may change between each stage of lessons.
- Each swimmer must register with the instructor at the start of each lesson.
- Registration and administration time is included in each lesson.
- If a swimmer has a medical condition, disability or any additional needs, this must be stated on the enrolment/ registration form at the time of booking. Any changes to a swimmer's circumstances must be communicated to the leisure centre reception team at the earliest opportunity to ensure that up-to-date records are maintained.
- Swimmers should only change in the changing rooms provided.
- The use of camera or video photography or mobile phones is strictly prohibited at all times within the leisure centre, unless prior approval has been sought.
- For health and safety reasons long hair should be tied back or a swimming cap worn and jewellery should not be worn during lessons.
- All under 8's must have a responsible adult that remains in the leisure centre at all times.
- The Council will not under any circumstances, accept responsibility or liability in respect of any damage to or loss of any goods, articles or property of any kind brought into or left at the leisure centre.
- During the standard operation of the swimming lessons, patrons wishing to watch family or friends who are participating must do so only in the designated spectator areas of the facility. Parents of swimmers should never distract the swimmers or the instructor during a lesson.
- Queries regarding the lesson programme or an individual swimmers progress can be viewed by registering for our FREE homeportal bolsover.courseprogress.co.uk
- After movements have been approved by a swimming teacher and duty manager, places will be allocated on a first come first served basis either using homeportal or reception. (Please note any debt on the child's account will prevent movement to the next stage).
- All swimmers attending our lessons will receive free swimming in public swimming sessions (excluding all fun and family swim sessions) through the duration of their time with us. Terms & Conditions apply.



- Class numbers are restricted and set by the Council to ensure a quality teaching environment and are based on the Swim England's code of practice
- The Council reserves the right only to accept a swimmer into a class being taught at the stage appropriate to them.
- The Council reserves the right to refuse entry or remove the child from the swimming lessons if the swimmer or their parent displays unacceptable or inappropriate behaviour.
- A child will be assessed on their swimming ability during a trial session and placed in the stage recommended by the swimming instructor.
- Swimming ability and speed of progression will vary depending upon the swimmer.
- The lesson programme is typically a 50 week continuous programme with a break in between Christmas and New Year and this is factored into your Direct Debit payments. Dates are subject to change.
- On bank holidays, swimming lesson times may be altered to coincide with the centres reduced opening hours if applicable.
- New swimmers can join at any point subject to availability and swimmer ability.
- Swimmers who have achieved all of the outcomes within their current swimming stage will be moved onto the next level/stage at any point, subject to availability. If places in the stage above are unavailable the swimmer can either stay in their current stage, freeze DD payments until space becomes available or cancel swimming lessons.
- When badges have been awarded by the swimming instructor they will be available along with certificates to purchase from reception.
- Any missed Direct Debit payments must be paid within 30 days of the collection failing. If they aren't, your child will be removed from the swimming lessons and their place may be taken by someone else.
- Please ensure you keep reception updated with any changes to your Direct Debit details.
- In order to cancel your lessons please inform reception who can action this for you and then cancel your direct debit at your bank which could be Pulse Fitness, Rock Merchenting LTD or Bolsover District Council.
- No make-up lessons will be offered under any circumstances.
- If you have any queries regarding these terms and conditions please contact us on 01246 242 365.

Using your personal information



For more information on how we use personal information please go to our privacy statement on our website www.bolsover.gov.uk or ask a member of staff.

Access for All statement

You can request this document or information in another format such as **large** print or language or contact us by:

- Phone - **01246 242424**
- Email - enquiries@bolsover.gov.uk
- BSL Video Call – a three way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need wifi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with Relay UK via textphone or app on **0800 500 888** - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.
- Visiting one of our offices at Clowne, Bolsover, Shirebrook and South Normanton