



Junior Learn to Swim Terms and Conditions

- By joining our Junior Learn to Swim Programme, you are agreeing to the following terms and conditions:
- Cash customers must purchase 10 sessions in advance of the first lesson and top up before the start of the final lesson.
- Failure to do so will result in your place in the lessons being lost.
- Cash customers can purchase a maximum of 20 sessions and can top up at reception at any time.
- Direct Debit members will be required to make an initial pro-rata payment and then their scheduled monthly Direct Debit.
- Any defaulted/cancelled Direct Debit mandates must be rectified before the next scheduled lesson or the place will be lost.
- If the child/children leave the Junior Learn to Swim Scheme at any time it is the parent/guardian's responsibility to cancel the direct debit with the bank and the leisure centre. Cancellations can also be sent to swimminglessons@rctcbc.gov.uk
- No refunds will be issued unless the above process is followed.
- Lessons are non-refundable unless a doctor's note is produced to cover the absence period.
- In this case, membership of the scheme will be suspended. In these circumstances, places are not guaranteed on resumption, but priority will be given to these applicants.
- Lessons are not transferable from one person to another.
- Management reserve the right to alter the time of a lesson when necessary.
- The lesson programme is a continuous programme, with a two-week break at Christmas plus any Bank Holidays.
- Direct Debit prices include provision for the Christmas closure.
- Direct debit customers affected by bank holidays (Mondays and Fridays) will have their account credited later in the year.
- Cash customers will not lose any credit for bank holidays.
- In the event of a closure/cancellation every attempt will be made to contact our customers as soon as possible.
- Please ensure that your contact information is always up to date. Customers will be credited for the loss of the lesson either within the system (for cash payer) or on the next direct debit payment for those who pay by direct debit.
- The Council will attempt to ensure that the same Instructor will be used in each lesson within the Wave. However, relief instructors may be used without prior notification.
- Swimming ability and speed of progression will vary depending upon the swimmer. All levels (Splash & Waves) are defined by Swim Wales criteria and will be assessed against these criteria.
- Please make sure that we have up to date records of your child's medical conditions.
- It is the parent's/guardian's responsibility to ensure that their child/children are fit and well enough to participate in the lessons.
- The use of mobile phones and or cameras to take pictures or make videos is strictly forbidden.

- Queries regarding the lesson programme or an individual's swimming progress should be directed through the Leisure Centre Reception, which will then be passed onto the Duty Manager who will respond directly to the customer.
- If you have email access you can utilise the online Parent Portal, where you can check and keep up to date on your child's progress.
- Please do not distract teachers during class time.
- Children who are ready to move to the next class will be automatically flagged on the system, and every attempt made to find them a space.
- This is not however guaranteed, and in such circumstances the child will stay in their current lesson until such a time as a space becomes available.
- The Council reserves the right to cancel a course and refuse to re-book a swimmer onto a course if the swimmer/parent/guardian displays unacceptable or inappropriate behaviour, including failure to comply with these terms and conditions.
- Any new swimmers joining the scheme may need to be assessed prior to commencement.
- All Swimming Teachers and Leisure Attendants have undergone enhanced DBS disclosure checks.
- Parents/Guardians must remain on the premises whilst their child is in their lesson.
- Parents are not permitted to enter the poolside area under any circumstances during lessons.
- All valuables are left in the changing room areas at the owner's risk. Please use lockers provided and refrain from leaving items in changing cubicles.
- The Parent Portal will be updated at the earliest opportunity after your child's lesson.
- All swimming teachers are qualified to level 1 or 2 and have received safeguarding training.
- All payments entitle the customer to access one x 30-minute swimming lesson per week.
- Any queries can be directed to swimminglessons@rctcbc.gov.uk
- The Council is committed to keeping your personal information safe and secure, keeping you informed about how we use your information. To learn about how your privacy is protected and how and why we use your personal information to provide you with services, please visit our service privacy notice at www.rctcbc.gov.uk/serviceprivacynotice and the Council's data protection pages at www.rctcbc.gov.uk/dataprotection