



Brinkburn Aquatics



Swim School

Pool Rules, Guidance and Terms & Conditions

Welcome to Brinkburn Aquatics we hope the following Guidelines will be useful to you when using our pool.

Please read this document carefully as some of our terms and conditions may have changed.

Brinkburn Aquatics follows the Swim England Learn to Swim Programme - a nationally accredited curriculum. Certificates and Badges are available to purchase from our main reception.

Swim School Lessons

To be paid in block. Available during our Term times only. We will provide a Qualified Instructor for your child's lessons. In the event a teacher is ill or on annual leave another Qualified Instructor will cover.

½ hour - £7.70 per lesson 1-2-1 - £20 per lesson,

Numbers in Class (Per Instructor)

Stage 1 – 3: up to 12 swimmers Stage 4 - 5: up to 15 swimmers Stage 6+: up to 20 swimmers
Actual numbers are our risk assessed class sizes in line with national guidelines to ensure your child's safety.

Pool rules must be adhered to always - **by entering our facilities you agree to abide by these rules.**

SAFEGUARDING AND HEALTH & SAFETY

- **Under no circumstances are Personal Mobile Phones, Cameras, or any other form of Videoing/Filming/Recording Equipment to be used anywhere on Poolside or in the Changing Rooms**
- **Changing Rooms: Under no circumstances should Women be in the Men's Changing Area or Men in the Women's Changing Area as this presents Safeguarding issues. Seek advice if required.**
- **There should be no waiting in the changing areas - time in these areas should be minimised.**

Pool Rules

- All Parents/Guardians/Carers are expected to wait in the Main Reception, outside or in their cars.
- No one should be waiting in any changing area for any longer than necessary.
- Your child should arrive "beach ready" with their swim gear on under their clothes to the Main Reception – our one-way system will remain in place, to reduce congestion in changing areas.
- It is recommended that children aged 6 years and above can dress themselves.
- It is recommended that your child goes to the toilet before entering the pool. If your child needs the toilet whilst in the pool, they must see the Teacher / Lifeguard and go to the toilet.
- **Your child should not have anything to eat at least 60 to 90 minutes before their swim lesson, this is to prevent anyone from being sick in the pool. If a child is sick in or soils the pool, the pool must close for 24 hours for cleaning and disinfection to become safe to use, this incurs a loss of revenue, increase in cost, inconvenience and lessons being postponed.**
- Please wait until our Lifeguard or Swim Teacher allows your child onto poolside for their session.
- If you have accompanied your child to assist them to change you must then leave the changing area.
- **Please enter the Pool Changing Area no more than 5 minutes before the end of the lesson to be ready to collect your child.**
- **Female parents must wait in Female change & Male parents in Male Change as a Safeguarding Rule.**
- Respect our environment and please leave **NO LITTER** in changing rooms. Use the waste bins provided.
- **There will be NO SPECTATORS ALLOWED ON POOLSIDE.**
- Please **DO NOT** distract the Teacher or Lifeguards attention when they are busy teaching.
- **OVERSHOES MUST BE WORN FROM ENTERING THE POOLSIDE CHANGING AREAS, STRICTLY NO OUTDOOR SHOES IN SHOWERS OR ON POOLSIDE.**

Your child's safety is always our primary concern.

Swimming – In the Heart of our Community

Continued overleaf

Guidelines

- If your child is sick or unwell, they should not attend for swimming.
- Swim wear to be kept on always in shower area. Long hair should be tied back.
- No jewellery or watches to be worn whilst swimming.
- **No talcum powder** to be used in changing rooms as it is difficult to clean up and it creates a **Bacterial Hazard**. **Original Talcum powder is banned as a carcinogen. Modern Powder is Cornflower based.**

Electronic Booking System

- All registration and payments for your lessons must now be made using our electronic system.
- You may use this system online at home or in person at Main Reception.
- This option is only available for the purchase of **Block Bookings**.
- The system provides an easy way to register and retains your details for future enrolments.
- You can have multiple accounts for multiple children.
- Online users gain priority access for future registration.

Cancellation and Refunds

- You have the right to cancel your block purchase within 14 days of payment providing that the block of lessons has not started. You cannot cancel a purchase after the service bought has started.
- Refunds are not available in the case of changed minds or inconvenience.
- **Refunds after the start of the booked period are not available.**
- **Membership fees are non-refundable. All Swim School students must be members.**
- Transfer to a subsequent/later session may be made at the discretion of the Management.
- Request for Refunds or Transfers must be made in writing by letter or email.
- Requests for a refund due to medical reasons may require the support of a Doctor's Note/Letter.
- If accepted, any requests for refunds or transfers will only be valid from the date of request
- Where any refunds are accepted, they will be subject to a £5 processing charge. This charge is to cover our administration time and merchant charges incurred.
- Refunds where approved will be made by BACS transfer to the nominated account you provide.
- Our Terms and Conditions will not affect your Statutory Rights.
- No refunds or transfers are available for periods of illness/isolation where lessons may be missed.
- **If the Pool is forced to close additional sessions will be offered to replace any lost through closure.**
- **Credits or refunds will not be available where cancelled sessions are offered at a later date.**

In the event of equipment failure, hygiene incident or restrictions that require the swimming pool to shut, emails will be automatically sent to inform you.

Please remember that you can have two email addresses on our system and it is your responsibility to check your emails before attending.

Unfortunately, this can be at short notice due to the unforeseen nature of incidents. Lessons will be paused and will resume when safe to do so, this may mean that the planned term is extended.

We apologize for any inconvenience caused but circumstances where we are forced to close the Pool are beyond our control.

Please Note:

Dogs are not permitted anywhere on the Brinkburn CIO site

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Brinkburn Aquatics Swim School

Brinkburn Charitable Incorporated Organisation – A Registered Charity number 1171117