



Lancing College

Lancing College Swim School Terms & Conditions

Payments

- Lessons are payable by BACS transfer.
- Due to Swim England guidance allowing fewer participants per lesson, the cost of each lesson has been increased to ensure they remain financially viable.
- The term is to be paid in full prior to the first lesson.
- If you are having difficulties paying in full, payment plans are available. Please email bmalik@lancing.org.uk for assistance with this.

Your right to cancel

- You have 14 days from the date of your booking in which to cancel and receive a full refund.
- If you have attended any lessons within this 14-day period, you are entitled to a refund for the amount paid, less the cost of the lessons already provided.
- Your refund will be issued within 14 days of a request made to us in writing. This request may be made by email to poolbookings@lancing.org.uk or by post to Lancing College Swimming Pool, Lancing, West Sussex, BN15 0RW

Cancellations and missed lessons

- Lancing College Swim School has no obligation to refund should a participant fail to attend a lesson.
- Where we are able to find an alternative lesson within two weeks of a missed lesson, one will be offered. The finding of a space in an alternative suitable lesson cannot be guaranteed.
- If any lesson or lessons must be cancelled at any point by Lancing College Swim School, you will be entitled to a credit for that lesson. Lancing College Swim School is not responsible for any associated costs you might incur because of this action.
- Lancing College Swim School reserves the right to cancel or change the day and time of a lesson if there are insufficient participants booked on.
- If due to unforeseen circumstances, there are health and safety concerns or insufficient staff to safely conduct the lesson, we reserve the right to cancel the said lesson(s), as the safety of our participants is paramount. You will receive a credit for the lesson.

- If for any reason the allocated teacher cannot deliver a lesson, we will do our best to ensure another qualified member of the Lancing College Swim School team covers this lesson. If this is not possible, we endeavour to inform you by email in advance of the lesson. You will receive a credit for this lesson.
- If for medical reasons your child cannot attend their scheduled Lancing College Swim School lesson for 3 weeks or more, if a medical note is provided we can keep your account active and offset 50% of the payment against the lessons missed to future payments.
- Please do not bring your child to their Lancing College Swim School lesson if they have developed a suspected medical condition. Never bring your child to lessons if they have any illnesses that could be worsened or passed on to others in this environment, such as chickenpox, sickness and diarrhoea, ear infections, impetigo, conjunctivitis or a bad case of a cold / flu like symptoms.
- In the instance of sickness and diarrhoea please ensure your child has been clear of all symptoms for 48+ hours.
- Our teachers may refuse your child entry into the lesson if they deem they are unwell/unfit to participate.
- Please ensure any toddlers who are not yet potty-trained wear swim nappies during their Lancing College Swim School lesson. Swim nappies are available to buy at the centre, please ask a lifeguard or another member of staff.

Lancing College Swimming Pool Centre Rules:

****Please note our usual Pool Rules have been replaced with Swim England and HSE COVID-19 requirements****

If you, or your swimmer, has:

- a) a high temperature and/or,
- b) a new, continuous cough and/or,
- c) a loss of taste or smell

You must **NOT attend swimming lessons. Please follow [NHS guidance](#)**

If you or your swimmer tests positive for Coronavirus and you have attended a Lancing College Swim School class within the last 14 days, please tell the **[Track and Trace](#)** service.

- Customers are asked to please queue 2m apart outside the Lancing College Swimming Pool entrance door. A member of the pool team will let you when it is safe to do so.
- Face masks must be worn upon entry and throughout the duration of your visit to Lancing College Swimming Pool.

- Upon entry to the building, a member of the Pool Staff will check your temperature.
- No outer footwear should be worn on poolside at any time. Please use the blue overshoes from the wall-dispensers or remove outdoor shoes and place them in the shoe racks provided.
- All swimmers must arrive 'beach ready', already wearing their costume/trunks underneath clothing/dressing gowns.
- A one-way system is in operation around the poolside, please follow all signs and instructions from pool staff.
- Only one parent/guardian may spectate during swimming lessons. Please follow instructions from the pool staff on where to sit.
- The changing facilities are not open, and swimmers will need to leave with their swimsuits on. We recommend bringing a dressing gown or a Dryrobe equivalent to put on after lessons.
- We ask that parents collect their children and exit as soon as possible after each lesson so that between-lesson cleaning can commence swiftly.
- The use of mobile phones or photography equipment is not permitted anywhere on poolside, in the foyer or in the changing areas.
- If we feel a customer is not acting in a proper manner or is using inappropriate behaviour it is at the discretion of the Lancing College Swimming Pool Team to refuse entry.

Changing classes and Swim England Awards

- You have the flexibility to change your current booking twice per term, provided there are suitable alternatives.
- Once your child is ready to move group, you will be notified by a member of the Lancing College Swim School Team and prompted to review the classes available to you.
- If there is not a suitable day or time, upon agreement with your Lancing College Swim School teacher we can arrange for you to remain in your current class and add you to a waiting list for other convenient classes which are showing as fully booked.
- Lancing College Swim School runs assessment weeks twice each term. If the participant achieves the criteria for an award during the assessment week, they will receive this free of charge after their lesson.
- All awards will be provided at the venue and not posted directly to your home address.

General

- You are not permitted to leave the building during your child's swimming lesson, you must be onsite for the whole time your child is with us at Lancing College Swim School.
- You will remain responsible for your child(ren) up until the point your child is with their Lancing College Swim School teacher for their lesson.
- Children should always be under the direct supervision of an adult.
- All spectators under the age of 16 are the responsibility of the parent/guardian.
- We accept no liability for any loss or damage which may result from your use of the car parking facilities, all such use is at your own risk.
- Any belongings left in the centre or the changing rooms are left at your own risk.
- Lost property will be stored for 4 weeks before it is donated to a charity shop.
- Lancing College Swim School will communicate by phone call, text message and/or email with regards to confirmation of payment, lesson information, lesson changes or cancellations. Therefore, we accept no responsibility if you have changed any of these addresses or numbers and not informed us of the change via email.
- By booking on to the Lancing College Swim School lessons, the participant is deemed to be fit and able to participate in the activity offered. If in doubt, it is your responsibility to seek advice from your GP or other medical practitioner before attending a Lancing College Swim School lesson.
- It is important that any medical or disability information is disclosed to Lancing College Swim School on your booking form. You should also update us of any changes to this, which may impact on your child, the Lancing College Swim School teacher or other children in the class.
- We may, from time to time, send promotional emails for Lancing College Swim School.
- Please direct all complaints to poolbookings@lancing.org.uk. We value feedback and thank you in advance for notifying us of any grievances you may have so we can address them swiftly.

Safeguarding

- Lancing College Swim School is committed to providing a safe environment for families, all our Lancing College Swim School team have completed a child protection course and hold a valid DBS check.
- If you have any concerns regarding child welfare, please ensure this is highlighted to the Lancing College Swim School team or anonymously by phone if this is your preferred option of communication on 01273 465782

- You can also call the Swim England Swim Line on 0808 100 4001 or NSPCC Child Protection Helpline direct on 0808 800 5000. This line is open for 24 hours each day and calls are free of charge. If you have a Textphone you can call the NSPCC Textphone on 0800 056 0566.

Data Protection

Lancing College Swim School is committed to ensuring that all data is kept confidential and stored safely for all swimmers. When registering for swimming lessons with Lancing College Swim School you will need to supply the swimmers name, mobile phone number, email address and any relevant medical conditions/history as well as emergency contact details. It is the customer's responsibility to seek permission of emergency contacts before submitting the forms to the office. Lancing College Swim School will not share this data with any third party other than where we are legally required to do so. This is in accordance with the General Data Protection Regulation (GDPR), for more information please refer to our Privacy Policy on our website.

Changes to Terms and Conditions

- These terms may be reviewed and/or altered at any time. We will use reasonable endeavours to inform our customers of material or significant changes to the terms as far in advance as possible. Changes will be sent via email as our primary method of contact and Terms will also be available on our website lancingcollege.co.uk/swimming
- You are free not to accept these changes, but we would ask you to notify us in writing of your non-acceptance within 14 days of your receipt. If you do not contact us, we will treat our agreement with you as being subject to the updated terms and conditions.