



### Introduction

We are Chigwell Mitre Enterprises or "CME", a private limited company (No 02683149) and our registered office is Chigwell School, Chigwell, Essex, IG7 6QF. We are a subsidiary of Chigwell School and are responsible for managing the sports facilities on its behalf.

You can contact us at:



[sportandwellness@chigwell-school.org](mailto:sportandwellness@chigwell-school.org)



0208 501 6150



FAO: Memberships, Chigwell Sports & Wellness Centre, High Road, Chigwell, IG7 6DP

These terms and conditions apply to all bookings for Swim Lessons. To book Swim Lessons, you must make the booking with Reception. You must provide us with an up to date e-mail address and phone number for quick communication purposes.

#### (1) Swim Lesson Programme

- (a) All swimmers will be working towards the "Swim England Learn to Swim Framework".
- (b) Swim Lessons are 30 minutes in length, this allows 3 minutes to take the register and 2 minutes to exit the water and return children to parents.
- (c) Swim Lessons must be booked in a minimum of 1 block lessons each time.
- (d) The current cost of Swim Lessons is available on our website [www.chigwellswc.org](http://www.chigwellswc.org) and may be updated from time to time. Any change to the price of Swim Lessons will take effect when you next come to purchase a block of Swim Lessons.
- (e) Pupil to Swimming Teacher ratios are maintained in line with Swim England Learn to Swim Framework.
- (f) All children under the age of 8 years old must be accompanied to their swimming lesson by an adult over the age of 16 years old.
- (g) Children should arrive for their lesson no earlier than 5 minutes before the start time.
- (h) Children will wait in their swim stage zone with their parents/guardians before the lesson begins.
- (i) The Swimming Teacher will take the children for their lesson from the parent/guardian.
- (j) Parent/guardians should return to poolside 2 minutes before and wait by the shower area for their children to be returned to them.
- (k) At no time should the parent or guardian leave the facilities or use other parts of the centre whilst their child is partaking in Swimming Lessons.

#### (2) Payments

- (a) All lessons must be paid in advance, at the time of booking at Reception.
- (b) Once you have purchased your Swim Lessons, you will be provided with receipts (for each block of lessons) evidencing your proof of purchase. Your receipt must be presented to the teacher at the start of each lesson.
- (c) No access will be granted to a Swim Lesson unless and until you can provide proof of purchase.

#### (3) Missed Lessons

- (a) If your child has been ill with sickness or diarrhoea within the last 48 hours of their arranged swimming lessons, they should not attend their lesson. There is no right to a refund for this lesson unless section b criteria is met
- (b) In exceptional circumstances we may exercise discretion on refunds or credit notes, but this would only be on production of a medical certificate or documentation from a medical centre, hospital or GP.

#### (4) Swimming Teachers

- (a) All Swimming Teachers are appropriately qualified and have current enhanced DBS checks.
- (b) We will use reasonable efforts to provide the same instructor for each lesson within a lesson block. However, replacement instructors may be used to cover for reasons such as holiday periods and sickness absence, without prior notification.
- (c) If a Swimming Teacher is absent or likely to be away for a long period of time and suitable cover is not available, we reserve the right to combine Swim Lessons (as a preferable alternative to cancellation). Where we do so, we will continue to maintain safety in accordance with Swim England guidelines and to look for a replacement teacher.
- (d) You may request a change of time, day or Swimming Teacher and we will try to accommodate your request, provided a space is available and we believe your child has the necessary ability to safely participate in the alternate class.
- (e) Swimming Teachers will take responsibility for pupils during their swimming lessons, but parents /guardians are required to remain nearby (poolside viewing or designated viewing gallery) so that if required the parent / guardian can deal with toilet breaks or any behavioural issues.

#### (5) Behaviour & Conduct

- (a) Parents/guardians are not permitted on poolside but can sit in the pool viewing areas.
- (b) Parents/guardians must never distract the teacher during a lesson and should direct all communication through the Manager on Duty. Parents/guardians should not to speak with a teacher during the period that lessons are in progress as it will distract the teacher.
- (c) **No** photography or filming is permitted on poolside or in the changing area without the prior approval from the Centre Management.
- (d) All pupils are under the supervision, control and care of the Swimming Teacher, during the lesson period. Children are expected to pay attention, to treat the other pupils with respect and to comply with the Swimming Teacher's instructions. Should the behaviour of the child be unsatisfactory and the class is being disrupted, the Swimming Teacher has the right to remove the pupil from the class.
- (e) Parents/guardians must be respectful of our staff, the Swimming Teachers and other pupils attending the Centre. If Parents/guardians fail to act cordially to others and we reasonably consider that their behaviour puts others at risk, the Swimming Teacher has the right to ask the Parent/guardian and to remove the pupil from the class unless and until an alternative Parent/guardian can accompany them to the Swim Lesson.

#### (6) Swimming Lesson Dress Code & Hygiene

- (a) We ask that all swimmers shower before their lesson. This helps to keep the water clean. Make sure your child uses the toilet before the lesson commences. Our staff will NOT take pupils to the toilet.
- (b) Each swimmer will be provided with a coloured swimming hat when joining swimming lessons. A new hat will be issued when transferring to the next teaching stage. Lost or broken hats can be purchased from reception. A child must always wear a branded Chigwell Swimming Lessons hat, loan hats will not be given out for hygiene reasons.
- (c) All children should wear appropriate fitting costumes/trunks and shorts specifically designed for swimming. Baggy costumes/trunks can cause drag and slow swimmers down. Bikinis are not appropriate swimwear for swimming lessons.
- (d) No jewellery should be worn during a swimming lesson. It can pose as a risk to other swimmers and the swimmers themselves.
- (e) The Changing Rooms and Poolside are a **no outdoor shoe zone**. Shoes are to be removed before entering the changing rooms and left in the shoe boxes. There are no allowances for outdoor shoes to be worn inside the changing rooms and on poolside. This is to protect our swimmer's feet and provide the up most hygiene.
- (f) The use of goggles is permitted but pupils will be asked to remove them if they providing a distraction and when performing certain skills (unless there is a medical reason for goggles to be worn). We recommend the use of dioptre corrective goggles for anyone with a visual impairment.

#### (7) Progression

- (a) Swimming ability and speed of progression will vary depending upon the swimmer. Pupils will be moved up to the next class when they meet the skills criteria required. This is determined by us and our Swimming Teachers, whose expertise and experience must be respected.
- (b) We cannot guarantee a specific time slot on progression, as a space within the next stage may not always be available at first.

#### (8) Pool closure and circumstances where we might need to cancel

- (a) In the event of a pool closure we will make every attempt to contact our customers as soon as possible.
- (b) If lessons are cancelled due a fault by Chigwell Mite Enterprises, customers will receive a full refund for the missed lesson.
- (c) Chigwell Mite Enterprises reserves the right to cancel classes should numbers fall below our minimum numbers. If this happens, we will work with you to find a suitable alternative lesson (taking into account availability and progression).

#### (9) Other points to note

- (a) We like to encourage communication and welcome positive and negative issues to be raised with our staff direct so that they have the best opportunity to address concerns when they arise.
- (b) Where issues cannot be resolved poolside, please direct your concerns to the Senior Management Team.
- (c) You must not bring valuables onto the site. We do not accept liability for damage or loss to your property that occurs at the Centre, other than where this arises from our negligence or our failure to take reasonable care. If such loss, damage or theft is caused by the negligent acts or omissions of us, our agents, employees or subcontractors, our liability to you will be limited to £5 million].