

Swimming Lessons Terms and Conditions

This is an agreement between yourself and Active Tameside to join us on a Swimming Lesson Membership bound by the following terms and conditions.

General Terms & Conditions

- If you wish to cancel your lessons you should do so in writing to swimminglessons@activetameside.com, you must give at least 10 working days' notice - failure to do this may result in further payments being taken.
- Lessons are 25 minutes in length, in a 30 slot to enable changeover.
- If you miss your lesson due to illness etc. we are unable to offer a refund
- If you have a prolonged illness etc. we have two options 1) If you wish to keep the same teacher and the same time you continue to pay. 2) You are removed from lessons, payments are put on hold and return where we have availability once fit to return.
- Swimmers should wear the appropriate swim wear i.e. a one-piece swimming costume or swimming trunks/shorts above the knee.
- Those with longer hair should have their hair tied up and put into a swimming cap.
- Jewellery should not be worn during swimming lessons.
- Children must not put on swim wear in public areas and therefore be in a state of undress due to safeguarding.
- Swimmers should arrive 10 minutes before the start of their lesson to ensure they do not miss the start of the lesson.
- If a child is late to their lesson the centre staff will, where safely possible, admit to the lesson. There is no guarantee that your child will be able to be admitted late.
- It is not advised to swim on a full stomach so swimmers should not eat in the hour before their lesson to reduce the risk of feeling ill during the lesson. Children may come straight from school; in which case a light snack would be best.
- It is important teachers are aware of any medical conditions, injuries, or additional needs your child may have. This could include asthma, epilepsy, sight or hearing impairment or learning disabilities. This should be done via notes on your child's Course pro account via our reception staff, not a conversation with teacher's poolside.
- Do not bring your child to a swimming lesson if he/she has an ear infection, infectious diseases, open wounds, or sore eyes.
- A parent/guardian must remain on site for the whole duration of the swimming lesson.
- Use Home Portal to keep up to date with your child's progress. Home Portal allows parents or swimmers to log in and view their progress online on a weekly basis, make payments online and book new places when ready – all with ease from your computer or mobile device.
- Swimming teachers will not be available for conversation during lesson times. If a parent/guardian wants to speak to a swimming teacher, they should leave a message at reception and the teacher will contact them after leaving poolside.
- Lesson scheduling is extremely time sensitive, and we ask you please do not hold the teacher up when they are returning the child to the changing rooms.

- Please respect our staff, If you have any concerns, you should raise them with the centre's Assistant Service Manager (ASM) away from your child. Abuse of our staff will NOT be tolerated.
- Lessons will be taught by qualified level 2 swimming teachers. Usual teacher/ swimmer ratio is no more than 12 swimmers non swimmers in the class. Active Tameside class sizes have been reduced and the maximum capacity is now 9 swimmers per class. This may be lower at some pools.
- Fun activities will be used by the teacher to help the class learn new skills, whilst providing personalised feedback to each swimmer to help them improve.
- We will aim to keep the personal nature of the class and teachers will adapt some of the activities depending on each swimmer's ability.
- Every child will develop at a different speed, and this is individual and will vary depending on skill and experience.
- To move through the programme your child must complete all outcomes in order to be awarded the STA Award
- Children with a disability that prevents them from completing the STA award scheme will follow the Rock Hopper scheme.
- Active Tameside will follow government, local council, and governing body guidance.