



Terms & Conditions

1 Teaching Policies, Procedures and Parental Responsibilities

- 1.1 All Scottish Academy of Swimming teachers are STA, Swim England or Scottish Swimming level 1/2 qualified and have current enhanced disclosure checks before they are allowed to teach.
- 1.2 Teachers will take responsibility for swimmers during their swimming lessons, but parents /guardians must remain on site so that, if required, the parent/guardian can deal with toilet breaks or any behavioural issues. Scottish Academy of Swimming staff will not take swimmers to the toilet.
- 1.3 Parents/guardians of swimmers (under 8) must remain on the premises whilst the swimmer attends their swimming lessons. This is imperative in case of the unlikely event of a medical emergency, building evacuation or other emergency situation.
- 1.4 Parents/guardians must never distract the teacher during a lesson and should direct all communication to the teacher after the lesson. If this is not appropriate, please contact the company via email, and someone will respond as soon as possible.
- 1.5 Please arrive 5 minutes before your child's lesson is due to begin.
- 1.6 Pupils can be refused entry to the lesson if they are more than 5 minutes late for a class, as it disrupts the lesson for the other swimmers.

2 Changing Facilities

- 2.1 Changing facilities will be available before and after lessons.
- 2.2 We ask that swimmers vacate the changing room or area no more than 10 minutes after the lesson time.
- 2.3 All swimmers must remain supervised at all times whilst in the changing area.

3 Pupil Illness

- 3.1 If you, your child, or a member of your household is unwell, please do not attend the lesson.
- 3.2 You do not need to notify us of your child's absence. If you would like to do this, it can be done via the Parent Portal.



4 Swimming Lesson Programme

- 4.1 Our 'Learn to Swim' and 'Pre-School Learn to Swim' programme classes are held over a 30-minute timeslot which includes time to take registers.
- 4.2 Swimmer-to-teacher ratios have been developed in line with STA guidelines. Our ratios do not include our teaching assistants as they are not qualified teachers. As a norm, our internal standard is one teacher to 6 swimmers. We reserve the right to extend this in exceptional circumstances.
- 4.3 Teaching assistants might be used in class to aid our teachers in delivering our program. Where teaching assistants have been supporting in lessons, we reserve the right to remove this support at any time. As part of our teaching assistant development pathway, teaching assistants will be regularly rotated around our teachers and placed where operationally required.
- 4.4 Scottish Academy of Swimming reserves the right to combine classes at short notice if necessary.

5 Swimming Lesson Dress-Code

- 5.1 All children should wear appropriate clothing; swimming costumes and trunks are a must. These should be tight fitting to reduce drag in the water.
- 5.2 Additional layers such as swim tops and wetsuits are allowed providing they do not hinder the swimmer's ability in the water.
- 5.3 Goggles and swimming hats are optional.
- 5.4 No jewellery to be worn during the swimming lessons. This includes necklaces, earrings, watches etc. Religious items may be worn providing they are not a hazard to the individual swimmer or other swimmers in the class.



6 Pupil Progression

- 6.1 All swimmers in our 'Learn to Swim' and 'Pre-School Learn to Swim' programmes are working towards our own in-house Learn to Swim Framework with set assessment items per level.
- 6.2 Joining pupils will be assessed during their first lesson and may be moved into an appropriate class if it is deemed necessary.
- 6.3 Teachers continually assess all swimmers' progression throughout the term using our poolside Tablets.
- 6.4 Progression of all swimmers will be at the teacher's judgment and per the progression within the criteria of our own in-house Learn to Swim Framework.
- 6.5 Swimmers will be moved up to the next class when they meet the required skills and if there is adequate room in the next level.
- 6.6 Upon completion of a level, the parent/guardian will be contacted explaining that the child is ready to move to the next level.
- 6.7 Due to the continuous progressive nature of our programme, and the variety of ability levels within each session, we cannot guarantee a specific time slot on progression, as a space within the next level may not always be immediately available.



7 Swimming Lesson Payment

- 7.1 All fees for swimming lessons must be paid in advance of the lessons
- 7.2 All fees are non-refundable unless otherwise stated in our Terms & Conditions.
- 7.3 Your initial space on the course is secured with a non-refundable deposit equal to four lessons. The deposit is retained as credits on your account, which will be applied upon cancellation. Should lesson fees increase over the time between signing up and cancellation, then your deposit in terms of monetary value will go towards your last lessons but might not cover four lessons.
- 7.4 Fees for lessons are taken every month, on the first of the month. Fees will be charged to the on-file card you have entered into the Parent Portal and will cover all lessons in the month ahead. If there are four lessons in the month, you will be charged four lessons. If there are five lessons in the month, you will be charged for five lessons. We will notify you seven days before, via email, stating the amount you will be charged and which lesson dates it covers.
- 7.5 If you want to cancel your child's swimming lessons, you can do this via email. Upon cancellation, your deposit and any paid credit will be applied to your account, and a final lesson date will be sent to you via email. Your card details are securely stored by our card processor to be used for future payments. Please contact us if you would like to delete your card details. Cancellation must be served at the latest three working days (Mon to Fri) prior to the end of the month. If cancellation is not received on time, then the following month's fees might be collected, which are non-refundable.
- 7.6 All communication will be with the person making the booking who accepts the terms and conditions on behalf of each swimmer.
- 7.7 Payments can be monitored and paid through your Parent Portal.
- 7.8 Scottish Academy of Swimming reserve the right to change the price of swimming lessons at any time. Customers will be notified in writing with at least ten working days' notice of any change.
- 7.9 For unpaid lessons, Scottish Academy of Swimming reserves the right to remove swimmers from our programme.
- 7.10 Swimmers booked onto weekly lessons are also entitled to a discounted offer on our intensive holiday lessons.



8 Changing and Moving Lesson

- 8.1 You may request a change of time, day or teachers and we will try to accommodate your request, provided a space is available.
- 8.2 Swimming ability and speed of progression will vary depending upon the swimmer.
- 8.3 Children's swimming lessons are generally divided into age, although ability and size is also taken into account. Scottish Academy of Swimming do not guarantee that siblings and friends will be in the same class or swimming at the same time.

9 Pool Closure and Cancelled swimming lessons

- 9.1 In the event of a pool closure we will make every attempt to contact our customers as soon as possible. Please monitor emails as they may be sent to 'Junk'.
- 9.2 Customers paying for swimming lessons will be provided with a credit for the lesson cancelled to be allocated against the next invoice. This will be for the value of the lesson, as advertised.
- 9.3 Scottish Academy of Swimming do not run lessons over the Christmas holidays. In the event that your lessons falls during these times you will not be charged for this at time of booking. Your invoice will be amended to reflect the closures.
- 9.4 Scottish Academy of Swimming reserves the right to cancel classes should numbers fall below our minimum numbers per group (50% of class capacity). If this happens you will be offered an alternative lesson of the same level.

10 Missed Lessons

- 10.1 Lesson fees are non-refundable where the pupil has either missed lessons or decided to withdraw from the programme altogether prior to the end of your paid period.
- 10.2 Lessons run consecutively throughout the year with the exception of pool closure/lesson cancellation mentioned above.
- 10.3 In exceptional circumstances, the Leadership Team may exercise discretion on refunds/credits but this would only be on production of a medical certificate or documentation from a medical centre, hospital or GP.
- 10.4 Catch-up credits will be issued to swimmers whose parent have marked them absent via the parent portal. These credits are non-refundable and capped at five catch-up credits per swimmer per year. Absences can be logged up to seven days in advance and redeemed up to 7 days before and up to 7 days post absence. Redeeming a credit can be done through the parent portal. Space permitting, a catch-up lesson can be booked with at least 24 hours' notice. A catch-up lesson can be cancelled up until 24 hours before the catch-up lesson.



11 Changing Teacher

- 11.1 We will use reasonable endeavours to provide the same teacher for each lesson within a course. However, relief teachers may be used without prior notification.
- 11.2 We reserve the right to appoint a new teacher at any time and may, at times, need to provide an alternative teacher for a class or classes due to illness or for any other unforeseen circumstances.
- 11.3 In the event a teacher is away for a long period of time, we will try to keep the same cover teacher for the time period where possible.
- 11.4 If a teacher is absent, Scottish Academy of Swimming reserves the right to join classes together if appropriate and safe according to STA guidelines. We would always try to arrange a replacement teacher immediately however, if this is not manageable, we would put the classes together in order to avoid cancellation. This would be an extremely rare occurrence as additional teachers are usually available to cover any such eventualities.

12 Communication

- 12.1 We like to encourage communication and welcome issues to be raised with our team. If it is not appropriate to talk to the teacher on the day, please do contact us via email its@academyofswimming.com
- 12.2 All parents/guardians are required to supply us with a valid e-mail address for quick communication purposes. This is essential so that we can inform you when your child is ready to move up a level.
- 12.3 At Scottish Academy of Swimming, we have a Customer Promise. This sets out how we communicate with our customers and the timeframes for doing so. We aim to treat all customers fairly, with respect, and in an effective manner. We expect all our customers to treat our teachers, teaching assistants, office team, partner organisations and any other representatives with respect and how they would wish to be treated. We reserve the right to 'disengage' with any client should they fall short of our client expectations with no refund given.

13 Viewing

- 13.1 Parents/guardians are permitted on poolside. We ask that only one parent per swimmer comes to the pool to change their child and to spectate. It is difficult for the teaching team to gain full attention from the swimmers if they are distracted; progress can be affected if children are not fully able to concentrate.
- 13.2 No mobile phones or cameras are permitted in the changing facilities. Photography of lessons without the consent of your child's teacher is prohibited for child protection reasons. If you would like a picture of your child in lessons, please ask your child's teacher. They will be able to ensure no other swimmers are in the image and advise on a suitable time to capture it. Our teachers reserve the right to decline your request.



14 Behaviour & Conduct

- 14.1 Parents accept that their child is under the supervision, control, and care of the teacher, during the lesson period. Should the child's behaviour be unsatisfactory and the class is being disrupted, the teacher has the right to remove the pupil from the class.
- 14.2 The teacher may employ reasonable measures as are necessary to maintain the smooth delivery of the class. We reserve the right to request that your child should be removed from classes should they persistently disrupt or are seen to be putting themselves or anyone else at risk during the class. If a child is removed under these circumstances and suitable alternative arrangements cannot be made, no refund will be provided.