



SWIM SCHOOL

BOOKING LETTER



Dear Parent,

Thank you for contacting us about lessons.

Please read the Terms and Conditions then complete the booking form and post it to me with a cheque made payable to ABC Baby Classes or you can make an online bank transfer, alternatively you can return the booking form via email.

I keep everyone informed mainly via Facebook but I also use text and email in emergencies, please ensure these are correct and remember to 'like' our Facebook page so that you can be kept up to date with all things class related:

<https://www.facebook.com/abcbabyclasses?fref=ts>

If you would like to order any swimwear then please have a look at our shopping page, this will then be ready for you to pick up before your class:

<http://www.abcbabyclasses.co.uk/shopping.htm>

Baby swim pants are very important and must be fitted at the waist and thighs, if your baby is still runny they must wear our recommended happy nappy due to the style as it keeps everything in; it is also reusable and saves money as you don't have to buy the swim nappies to put inside as it stands alone. Some parents like to double up with a Huggies underneath which is perfectly fine just ensure that the disposable is tucked in and not preventing the tight seal around the waistline.

Also if your baby is slim you may want to consider a wrap or a snug, see splashabout.com for further products available.

Please refer to your email for term dates, class times and fees; we look forward to hearing from you soon.

Regards

Jo

ABC Swimming
Lakeland house
2 The Esplanade
Maylandsea
Essex
CM3 6AL

ABC Swim School

Web: abcbabyclasses.co.uk **Email:** joanneatkin10000@aol.com **Phone:** 07968082818



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Venue:		Class time:	
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First Child's Details:

First Name:		Surname:	
Known as:		Date of Birth:	

Second Child's Details:

First Name:		Surname:	
Known as:		Date of Birth:	

What badges have they already completed?

Any known medical issues: Yes/No (please provide further details below)

Parent/Guardian Contact:

Name:		Title:	
Address:			
Postcode:			
Telephone: Home: Mobile:		Email:	
Signed: *			Dated:

*I have read and agree to the Terms & Conditions. By returning a completed digital copy without signature also confirms agreement to the Terms & Conditions.

Where did you hear about the classes: (Please tick)

Recommendation Flyer Birthlight website Internet NCT advert FaceBook Advert other.....

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Terms and Conditions

Each term you must re-enrol if you wish to continue lessons.

Payment for New Swimmers: Payment must be received with your enrolment form prior to the commencement of the course. Please note places are not guaranteed; they are subject to availability. Cheques may be cashed in advance unless post-dated to the start of the new term. If we cannot find you a suitable place we will of course refund in full.

Re-Enrolments: Your place is guaranteed if a 50% deposit is received prior to the end of your current course. Places are limited and you must re-enrol and pay your deposit to ensure your space. If you have missed the re-enrolment date and wish to continue swimming with us, please contact us as soon as possible. If we are unable to find you a place, we will of course do our best to find you a suitable alternative.

Methods or payment: Payment can be received either by cash (please ensure this is in an envelope with your child's name and class on it) or cheque made payable to 'ABC Baby Classes' or via bank transfer: 09-06-66; 42918776

Refunds/Credits: Cancellations received 7 - 14 days prior to the start of the course will be subject to a cancellation charge of 20% of the specific term's full booking fee. If you cancel your place within 7 days of the start of a term that you have enrolled and paid for, we will refund 50% of the specific term's full booking fees if you have made a full payment prior to the start date. Full refunds are not given once the course has started but credits for future terms may be given, dependent on circumstance, at our discretion.

In the occasion of adverse weather conditions or a pool breakdown a class may be cancelled and you will be notified by text (please ensure we have the best mobile number for contact) we will do our utmost in this circumstance to reschedule the class during a half term or at the end of the current term. If we are unable to do this then a deduction of the cost of the lesson/s from your next enrolment will be offered. If you are not re-enrolling for the following term then we are unable to refund any lessons.

Cancellation: No refunds can be given for missed classes that are not our fault, however if requested we will try to provide a replacement lesson if possible. **This is not guaranteed.** Refunds are not given for non-attendance in certain cases we can freeze your account if medical conditions have prevented attendance but only from the point of contacting us.

Holidays: If you wish to take a holiday during the term, you will still be charged for the full term. You will of course retain your place on the course for that term.

Sickness: If your child is sick you do not need to telephone if they are to miss a week or two. If it is likely to be longer, please let us know. Credits for long-term illnesses are given at our discretion. Please do not let your child swim if there are any signs of stomach upset and sickness in the family. Following on from sickness we request your child be clear of any symptoms for 48 hours prior to attendance at class.

Medical conditions: These must be disclosed to ABC Swim School regarding the health of you, your child or those who you have placed your child in care with for the purpose of attending swimming sessions. All

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information received is treated in confidence and with sensitivity. When you sign our **terms & conditions**, you take responsibility for the fact that, should you answer 'yes' regarding any medical conditions you or your child might have, you've checked things out with your doctor before starting with us. This responsibility is passed on to any other parent or carer who might bring your child swimming.

Staff: All Instructors are qualified, insured and experienced swimming teachers and hold the relevant ASA / STA certificate(s). We pride ourselves on our high Instructor to Swimmer ratio, ensuring your child will receive above average attention. As some physical contact with your child is unavoidable all staff adhere to Child Protection Procedures and are DBS (CRB) checked.

Safety/Lost Property: ABC will not be liable for any loss, damage or injury that may occur whilst on school premises.

Parking: No parking is guaranteed. Parking is on the main road please park in allocated parking spaces as this area is policed by parking wardens, occasionally Becketts School will have their car park open, if you chose to park here please be considerate and polite to all as this is not allocated to ABC. Please allow plenty of time to find a space and be prepared to walk down to the school. **Parents/guardians must supervise children at all times inside and outside the pool building.**

Nappies: Babies and toddlers who are not 100% toilet trained **must** wear a correct fitting swim nappy. We strongly recommend the leak proof Splash About "Happy Nappy" (available for sale from your teacher). If your baby is not wearing a properly fitting swim nappy you will be refused entry to the pool. Considerable disruption and cost is caused when classes have to be cancelled due to accidents.

Photography: No photography is permitted unless consent is requested and obtained from **ALL** participating parents/guardians please ask the teacher before the class commences. ABC may from time to time wish to take photos for business use, your consent will be sort to take and use such photographs.

Parent/Child Ratio: Parent & Child classes assume a 1:1 ratio with a swimmer/teacher ratio of 12:2, on occasion the parent/child ratio can allow for a 2:1 ratio but this must be agreed prior to booking with an extra fee.

Assessments: We continue to assess throughout the term and regularly provide details of awards achieved by swimmers using the STA award system, these are available to purchase.

Complaints If you have any complaints at all about our lessons please contact us as soon as possible.

ABC Code of Conduct

Swimmers:

- 👉 Swimmers should not eat for at least 1 hour prior to swimming.
- 👉 Please arrive for the teaching session on time.
- 👉 As a general rule of thumb, **parent and child swimmers** should not enter the pool area more than 5 minutes before your lesson start time. Whilst you are waiting for your class, please keep poolside noise down to a minimum so that all lessons can take place in a calm and peaceful atmosphere. **Junior** swimmers will be collected from the changing rooms five minutes before their class and taken to wait safely on poolside, they will then be returned to you at the end of the lesson.
- 👉 Only enter the pool (water) once your instructor has invited you to do so.
- 👉 Listen to what your instructor tells you. If you don't understand, please ask.

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- ⌘ The following action is seen as disorderly behaviour: running, diving, jumping, ducking, fighting, bombing, shouting and throwing items. If you are warned and behaviour persists you will be asked to leave.
- ⌘ Swimming goggles, including those with ophthalmic prescription lenses, may be worn at the wearers own risk.
- ⌘ To avoid injury the wearing of spectacles in the water by a swimmer during a session is not recommended. Care of spectacles is the responsibility of the parent/guardian.
- ⌘ Jewellery can be a hazard and should not be worn during swimming, including earrings.
- ⌘ Appropriate swimwear should be worn at all times in the swimming pool and communal changing areas.
- ⌘ Please ensure long hair is tied up.

Pool Safety

- ⌘ In the event of any emergency the person in charge will follow the pool's emergency action plan (EAP).
- ⌘ All swimmers and spectators will immediately stop what they are doing and wait quietly for further instructions.
- ⌘ Should it be necessary to clear the pool, when the instruction is given, all swimmers will move to the sides of the pool, leave the water and stand back from the side.
- ⌘ Should it be necessary to evacuate the building no attempt should be made to recover possessions from the changing rooms or anywhere else within the building.

In the interests of hygiene

- ⌘ All swimmers must shower and go to the toilet before they enter the water as this helps to keep the pool clean and maximises their learning time.
- ⌘ Junior swimmers should wear a swim hat, **ABC** hats can be purchased but this style is not compulsory.
- ⌘ **No food** to be consumed on the premises in any changing room but outside the facility, you can provide a drink for your child and if you breastfeed then you can do so in the changing rooms.
- ⌘ No buggies in the changing rooms, please leave them outside, there is a small covered area attached to the school that can be used when raining.
- ⌘ No shoes to be worn on poolside.
- ⌘ Always change your baby on the floor using a suitable changing mat. Do not use any raised areas such as benches, trolleys or tables. This is to prevent babies from rolling onto the floor from high surfaces which can easily happen and is extremely distressing for all concerned.
- ⌘ Please use the mops available in the changing areas to mop up any puddles of water from wet swimwear or using the shower to avoid slippage and keep the changing areas clean and tidy to ensure a comfortable changing environment for all users.

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