



## CODE OF CONDUCT/TERMS & CONDITIONS

### updated March 2021

#### PLEASE DO

- Arrive for the session in good time (allowing enough time to get changed).
- Use correct gender changing rooms (for children 8 and over this is English Law).
- Shower at the pool before each session.
- Wear a swim hat (except Adult & Child, Swimfit and Disability sessions where hats are optional).
- Wear suitable, close-fitting, one-piece swimwear (no bikini-style, two-part costumes).

#### PLEASE DON'T

- Wear spectacles in the water without the teacher's permission (prescription goggles may be worn).
- Wear jewellery (inc. ear or nose rings).
- Wear Bermuda-style shorts as these can restrict movement and inhibit learning.
- Take photos or videos in the pool or changing areas.
- Interrupt a teacher during a lesson. Teachers may be happy to have a very brief conversation between or after lessons. If this is not practical, or your question requires a detailed answer, please email the office [ipswichswimacademy@gmail.com](mailto:ipswichswimacademy@gmail.com) and we will deal with your query before your next lesson.

#### BABIES & TODDLERS/POTTY TRAINING

- All children in Adult & Child classes should wear a swim nappy under swimwear.
- Children in conventional lessons who are not fully potty trained should wear a swim nappy under swimwear.

#### ILLNESSES

- Sickness and/or diarrhoea – do not attend for at least 48 hours after the last episode.
- Verruca – Children may attend lessons if a waterproof plaster is worn to completely cover the verruca. Current advice is not to wear a waterproof sock. Further details can be found here...<https://goo.gl/g3CK18>.
- Chicken Pox – do not attend until all blisters have healed and all scabs have fallen off

#### SWIMMERS (Parents please explain to children)

- Only enter the pool once your Instructor has told you to.
- Co-operate with other children.
- Listen to what your Instructor tells you. If you don't understand, please ask.
- Display good behaviour before, during and after your session.
- Try your best.
- Respect the facility and learning environment for other swimmers.
- Please don't run poolside.
- Please don't throw objects (unless directed to do so by an instructor).
- Please don't chew gum or eat during a session.
- Please don't misbehave. Children behaving badly may be asked to leave the session.

**PARENTS/CARERS**

- Parents are responsible for taking children to the toilet where they cannot go on their own.
- Where children are under the age of 8, a responsible adult must remain poolside at all times. If circumstances arise which require the adult to leave the poolside, please inform the teacher before leaving.
- For children aged 8 and above, a responsible adult must be in attendance at the start and finish of the lesson.
- Please help the teachers' work by encouraging your child and displaying reasonable behaviour before, during and after the lessons.
- Do not threaten teachers verbally or physically in any way.
- Siblings are permitted poolside but must behave.
- If children over 8 years are left alone at the venue, parents must be present inside the venue to collect their children no later than 5 minutes after the end of their session. Under no circumstances should children be asked to wait outside as once they leave the building neither the Academy nor the council is responsible for them. If a member of staff is required to wait with a child after a session because they have not been collected, a charge of £30 will be made for up to an hour, plus £7.50 per each ¼ hour after that. The Academy reserves the right to refuse to continue lessons for children whose parents do not collect them in a timely manner.

**POOL RULES**

- No food, glassware or crockery is allowed within the pool area.
- No hot drinks are allowed poolside.
- Overshoes must be worn or shoes removed.
- No buggies – infants should be carried in car seats or baby carriers.

At Fore Street, children must be supervised by an adult whilst using the upstairs changing room.

At Fore Street, please use the main entrance for arriving and leaving, NOT the door at the bottom of the changing room stairs that leads directly to the car park.

**TEACHERS**

- Will conduct lessons with health and safety paramount.
- Prepare for and conduct the lessons in accordance with Swim England's Learn to Swim Pathway.
- Start and finish lessons on time.

**GENERAL**

- Teachers taking registers, answering parents' questions, re-configuring a pool and having to get changed when switching from an in-pool to poolside session, can take up to 5 minutes (or more) of a session. Therefore, please be aware that whilst most lessons will be longer, some 30 minute sessions may only include 25 minutes of pool time (or less).
- Goggles are optional. Teachers may sometimes ask children wearing goggles to remove them to ensure they are happy and confident without them for safety reasons.
- Personal belongings are left at the owner's risk. Any items left behind will be handed into lost property at the venue.
- Please advise us of any changes in medical conditions, contact details, etc.
- Any accidents at the facility must be reported to your teacher and an accident report completed.

Ipswich Swim Academy

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- Existing customers are given a priority period for booking the following term. Late payment or notification may result in the place being offered to someone else (in which case we will try and offer an alternative session).
- 4 sessions notice is required if leaving during a term. Swimming may continue as normal during this time.
- Renewal information is sent before the end of the previous term. If you don't wish to continue please let us know so the place may be offered to someone else.
- Fees reserve a place and do not vary depending upon how many times you attend. Credits will be issued for long term illness or injury at the Manager's discretion. Credits, not refunds, will be issued for sessions that have not been delivered, for example, because of pool closure. Credits will be deducted from the next invoice issued.
- The "per session" fee quoted is based on a child attending for a whole term, or from when they start to the end of that particular term.