



Tel: 0208 951 5402

E: canonssportscentre@nlcs.org.uk

Canons Sports Centre Swim School Terms & Conditions – May 2023.

Condition of pool premises:

Whilst Canons Enterprises Ltd (*to be referred to as Canons for the remainder of this document*) will make all reasonable efforts to ensure the condition of the pool premises including the changing rooms, washing facilities, the pool and poolside area are in suitable condition, they do not accept liability for any injury to a swimmer which may be caused by any defect.

Teaching Policies, Procedures and Parental Responsibilities:

All Canons Swimming Teachers are ASA Level 1 qualified or above. In certain circumstances, Canons may allow non-qualified ASA staff to partake in a period of work experience. However, all our teachers and helpers have undergone enhanced DBS disclosure checks. It is our policy to provide a replacement Swimming Teacher in the event of any instructor being absent. We reserve the right to replace Swimming Teachers, if necessary, once the term has started.

There is always at least one qualified Lifeguard on poolside during swimming lessons. The Duty Managers also possess up to date Lifeguard qualifications.

Swimming Teachers are only responsible for pupils during their thirty-minute swimming lessons and parents and/or guardians are responsible at all other times. The swimming lesson begins when the Swimming Teacher accepts charge of the pupil and ends when the lesson finishes.

Parents must remain on the premises whilst the pupil is in their lesson. This is imperative in case of the unlikely event of a medical emergency, building evacuation or other emergency situation.

Parents/guardians must never distract the teacher during a lesson and should direct all communication through the Canons swimming coordinators. Parents/guardians attempting to speak with a teacher during the period that lessons are in progress should be aware that they are potentially diverting the teacher's attention away from the supervision of their pupils. For this reason, all parents/guardians are kindly requested to view all swimming lessons from the viewing gallery (located in the Alexander Room), unless informed otherwise by a member of the Canons management team.

Illness / Special Needs:

If your child is unwell, we recommend that you do not bring them to their swimming lesson but do request that you contact a Canons swim coordinator to inform them the reason for absence.

Canons cannot accept responsibility for the medical condition or other special needs of any swimmer unless full disclosure of the details have been made to them by the swimmer or the parent/guardian of the swimmer when first registering for lessons. Any medical condition that arises during the course of a term should be brought to the attention of a Canons swim coordinator before the start of the pupil's next lesson.

Any swimmer known to be or found to be suffering from any infectious ailment or condition, will not be allowed to participate in the lesson and it is the responsibility of each swimmer or (in the case of a child swimmer) the parent or guardian of the swimmer to ensure that the swimmer is fit and well enough to participate. Canons will not accept liability for any infection passed to a swimmer by another swimmer.

Any adult under the influence of alcohol or any other drug will be asked to leave the premises.

Swimming Lesson Program:

Canons' swimming lesson program runs for a maximum of 38 weeks throughout the year, split into three terms. Term dates, where possible, will run in conjunction with Harrow Councils published dates for Harrow community schools. As public holidays are not the same for every school, some lessons may take place on local public holidays.

All swim classes are held over a thirty-minute timeslot and the pupils to teacher ratios are set at a maximum of seven pupils to one teacher. All Duckling classes with more than four pupils must have a teaching assistant in the water to accompany the swimming teacher.

Dress Code & Hygiene:

We advise that all children should wear tight fitting costumes/trunks. (Baggy costumes/trunks can restrict movement). In the interests of hygiene swimmers must shower before entering the pool and all pupils with long hair should wear a swimming cap.

Pupil Progression:

All pupils work towards the ASA Water Skill Awards. Swimming Teachers continually assess all pupils' progression throughout the term. Progression of all pupils will be at the judgment of the teacher and the Canons swimming coordinators.

Progress reports for all pupils will be issued in week nine/ten of each term. Pupils must complete all of the criteria within their respected grade before progressing onto the next. Swim England certificates and badges are available to purchase from Canons reception upon completion of a grade.

Renewing Swimming Lessons:

Re-booking for existing customers for the next term of classes will take place during weeks ten and eleven of a twelve week term (the length of a term may vary depending on holiday dates). All existing pupils are guaranteed a space for the following term, but times and days may vary, particularly if they have progressed to the next grade. Please note: If payment for the following term is not received before the end of the re-booking period stated on the pupil's progress review sheet, we can no longer reserve your place for the next term and if another customer books the space, your space will be lost.

Changing and Moving Lesson:

If pupils/parents would like to change their day, time or teacher they will need to speak to a swimming coordinator between weeks nine and thirteen of term, who will accommodate their request for the following term, providing a space is available. No changes will be made after the third week of the new term to ensure all lessons remain as consistent as possible.

Pool Closure and Cancelled swimming lessons:

In the event of a closure/cancellation we will make every attempt to contact our customers as soon as possible. All parents/guardians are encouraged to supply us with an up to date mobile telephone number and e-mail address for quick communication purposes.

In the event of an accidental discharge of either faeces/emesis entering the water or maintenance issues, the Management Team may decide to close the pool until it is deemed safe to swim in. If such incident results in swimming lessons being cancelled, Canons will not be held responsible and therefore cannot guarantee that a credit will be offered.

Refunds Policy:

Canons will only offer refunds in the event that lessons are cancelled due to a pool closure. Credit notes (which can be used for payment for the following term) will be given for medical conditions that prevent a pupil from swimming. A medical note or proof of the injury will need to be supplied to a swimming coordinator before any credit can be agreed. No credit will be approved for ad hoc sickness. Other extreme circumstances brought to the attention of a swimming coordinator will be credited at the discretion of management. Where a pupil is not returning to our classes for a further term, a credit note can be transferred to a family member. Credit notes will expire after 365 days upon receiving.

Swimming Lesson Enrolments:

Fees will be paid in advance of the new term. Refunds for non-attendance will not be given. Payment can be made by credit/debit card. We do NOT accept AMEX cards.

Bookings:

Payment/bookings can be taken either in person or by telephone and payments will be processed and recorded on a secure database. On completion of booking, receipts will be given or sent via e-mail providing you with all the relevant information needed for the new term. Bookings are not currently available to book on-line through the internet. All bookings should be accompanied with payment. Un-paid or provisional swimming lesson bookings will only be held for a maximum of twenty-four hours and no booking is confirmed without full payment.

Special consideration will be made to siblings of existing customers who would like to join Canons' swim classes and they will be given priority over new customers not currently connected with the Swim School.

Child Protection:

Children aged eight years or over should change in the correct gender changing room. Children under eight should change in the gender changing room relevant to the parent/guardian that has brought them to the lesson and should always be supervised when using the toilet. Customers accept that at times there will be physical contact between the teacher and their child, in a professional, caring manner. Child protection, including bullying, is in line with the Amateur Swimming Association child protection policies. These can be found under the following link: <http://www.swimming.org/asa/clubs-and-members/safeguarding-children/>

Communication

We encourage communication and welcome relevant discussion and points of issue to be raised with our Canons swimming coordinators. Questions regarding the progression of pupils should be directed towards the Canons swimming coordinators, who will speak with the pupils swimming teacher and provide feedback.

Changing Rooms & Viewing:

No outdoor footwear is allowed to be worn on poolside. Footwear should be left in the storage spaces provided, in the reception area. We advise you change into your own poolside footwear i.e. flip flops, crocs etc. at reception not outside. Alternatively, shoe covers can be purchased from reception for £1 a pair.

No photography or filming is permitted on poolside.

No mobile phones are allowed on poolside.

No food is allowed on poolside. Chewing gum is not permitted during lessons.

Valuables are left in the changing areas at the owner's risk. Lockers are available in all our changing rooms (£1 coins are required which are returned after use).

Car seats and pushchairs etc. should not be left in the changing rooms or on poolside as they can become physical hazards. Customers can request to leave pushchairs in the Canons office.

Disclaimer:

These terms and conditions apply to Canons customers - version updated May 2023.