



## Information, Terms and Conditions for lessons at Bromley High School

By joining us for lessons, you agree to abide by all Terms and Conditions of Millennium Minnows Swim School, and to discuss with your swimmer the rules that apply to them.

### **Parents/Guardians**

- Parking is limited and can sometimes be difficult. Please allow extra time for this, and only park within marked bays. There is also parking on the roads directly outside the school.
- The school operate a one way system for cars; entering via Blackbrook lane and exiting via Thornet Wood Road. The exit gates are automatic - just approach slowly and they open.
- No dogs are allowed on site.
- Please cover or remove shoes as you enter the building/before entering the changing rooms.
- Parents are asked NOT to enter the changing rooms unless absolutely necessary to help a new, vulnerable or very young swimmer.
- Adults and children over 8 years must ONLY enter their own gender changing rooms. i.e; **STRICTLY NO WOMEN or GIRLS 8+ are allowed in the boys, and NO MEN or BOYS aged 8 +** are allowed in the girls changing room. Please report immediately if you see otherwise.
- Belongings are left at your own risk. You may use empty lockers and bring your own padlock if you wish - but these must be taken home, and lockers left open and empty.
- The changing rooms/pool block can be confusing for new swimmers. Please familiarise yourself & swimmer with it, and **agree exactly where you will meet each other after every lesson.**
- Sensor operated 'walk through showers' operate between the changing rooms and poolside. These are very rarely on, but swimmers need to walk through here to the poolside. Parents (not allowed directly on poolside) need to go back outside the way they came. For very young or vulnerable swimmers needing help to poolside, please speak to the Poolside Officer.
- Spectator viewing is on a rota basis - normally ever other week. This schedule will be emailed to all parents in advance. It will also be advertised on the spectator door during each session.
- Invited spectators must cover their shoes on entering, and remain in the railed viewing area throughout the lesson. Please ensure the door here is kept closed at all times.
- If you have permission from the Poolside Officer to assist a swimmer directly on poolside, you must cover or remove your footwear.
- Swimmers need to wear a swimming cap of the colour assigned to their class level. Caps are available to buy on poolside most weeks at cost price to us (£3.50). You can also provide your own cap of the correct colour. We also offer a second hand 'swap' option when we can.
- Please ensure your swimmer has their hat and ON and goggles adjusted BEFORE their lesson.
- **A responsible adult MUST stay in the immediate vicinity of the pool-block and contactable during the lesson, and remains responsible for their swimmer throughout the lesson.**
- Any siblings must stay with you, and not wander to any other part of the building or premises.
- Please do not bring children that are feeling unwell. If a child has had a vomiting or diarrhoea type bug they must have been better for at least 48 hours before joining us in the water.
- In the very unusual event a swimmer repeatedly misbehaves they may be 'sat-out'. In such cases, the carer will remain wholly responsible for their swimmer and their behaviour. In the case of repeated behaviour, a swimmer may be asked to leave the Swim School. Refunds will not be given in such a circumstance.
- The poolside can get very hot. Bromley High don't allow open windows or doors as it interferes with the air-conditioning. We suggest light clothing in the warm weather for spectators
- Don't hesitate to let the Poolside Officer know if you or another person feels unwell or might need medical advice or help. We always have a trained First Aider on poolside and well equipped medical box.
- Please make yourself familiar with the emergency exits. Any alarms should be taken as 'the real thing'.

- In an emergency evacuation (signalled by a constant alarm), teachers will assist all members to leave by the nearest exit. In such a case do not return to the changing rooms. Once outside please don't leave the premises until we can account for everyone and their safety.

### **All Swimmers**

- Remove your shoes as soon as you enter the building, and any jewellery before your lesson.
- If you are new, please explore the pool-block with your parents, so you all know your way around. **Always agree where you will meet your parents after each and every lesson.**
- If you can't find your parent after your lesson, return to the poolside and ask a teacher to help.
- If you are 8+ years, you must use your own changing room. If you feel uncomfortable about this, let us or your parents know and we can try and help you. We also know it can be difficult if there is someone in your changing room who you think shouldn't be there or makes you feel uncomfortable. Please let someone know straight away if this is the case and we can help you.
- No one (including grown-ups) are allowed to use phones in the changing rooms for any reason.
- No eating lunch, sweets or gum anywhere in the building or at any time.
- Use the toilet and wash your hands before your lesson.
- Walk carefully and straight through the 'walk through showers'.
- Never run in the pool block, particularly on poolside where it can be very slippery and dangerous.
- Put your hat on BEFORE the start of your lesson. If you need help with this, ask the helper at the desk - not your teacher. If you forget your hat, you can borrow one. Please remember to return any borrowed items.
- Check your goggles are not too tight/loose BEFORE your lesson, and adjust them if you need to. If your goggles always leak, talk to you parents about getting some new ones or ask if you can try or borrow some different ones.
- Never, EVER get in the water unless your teacher tells you to. Even if you are late joining your lesson, wait for your teacher to see you, and then tell you to get into the water.
- If you misbehave, or your behaviour is considered dangerous, you may be asked to 'sit-out'
- If you are a 'deep-end' or 'lengths' swimmer, be aware diving can hurt and even damage your ears. If your ears hurt when going underwater, stop and tell your teacher/parents about this.
- After your lesson go directly to the changing rooms or agreed meeting point with your parent.
- Young swimmers, never ever leave the Pool block without your own Grown-up. If you lose your parent, return to the poolside and find a teacher who will help you.

### **Lane swimmers**

- Lane swimmers, please pay close attention to the direction you are asked to swim up and down in your lane i.e clockwise or anti-clockwise. If in doubt, do ask to avoid collisions.
- Swim down the sides of you swimming lane and not down the middle.
- Never over-take unless you can easily see it is clear ahead - especially towards the end of the lane where you may hit heads with another turning swimmer.
- Remember to look behind you when pushing of on backstroke that there is no-one in the way, or coming towards you.
- Diving is only allowed in the far deep end, or with express permission/help of your teacher.

## **General Information, Terms and Conditions**

### **Assessments / Badges & certificates**

- Swimmers are continually assessed to ensure they are in the correct class for their ability. Sometimes we move swimmers up a group mid-term if they will benefit from doing so - or for just lessons of one particular 'stroke' that they might be excelling at in their regular class. More formal assessments are done towards the end of each term, with those swimmers being put forward to move up a group, joining their new classes at the start of the following term.
- We follow the Sta (Swimming Teachers Association) award program, with badges/certificates being awarded at the end of the summer and autumn terms. There might be the odd occasion a swimmer doesn't receive an award for a number of reasons though, which we encourage swimmers/parents to ask about if of concern.
- We aim to keep swimmers at the same time from term to term. But when moving up a group, particularly if trying to keep sibling together too, this may not always be possible.

### **Unable to Attend / Sickness / Notice of leaving**

- Once booked and fees paid - in the event a swimmer is unable to attend due to holiday or sickness - including the need to self-isolate, I'm afraid we are unable to offer refunds or alternative lessons, as your booking holds your own individual place for the full term.
- In the case of actual and serious illness, such as hospitalisation, cases will be considered individually. In very exceptional circumstance 50% of the value of lessons missed may be carried over to a later date/term.
- Where a full term or block of lessons have been booked and paid for, a 6 week notice period is required for the remainder of the term/block to be refunded.

### **Lost property**

- We try to pick up items left on poolside and hold for 2 weeks. But with another swim school in as we leave, we are unable to check changing rooms. The school are un-helpful here with no clear lost property box to search. However, if you lose something of value, do email us.

### **Cancelled Lessons**

In the event lessons are cancelled outside the control of Millennium Minnows Swim School, such as adverse weather conditions, pool closure, or in connection with disease control, Millennium Minnows will endeavour to run alternative sessions\* on another date(s) - but this will not be an obligation of the Swim School. Where alternative session(s) are offered, which may be deferred to the following term, no alternative date or refund will be given. \*Where a number of lessons are cancelled, and lesson credits are offered, these may be limited to a given number of sessions, and not necessarily the full number of sessions cancelled.

### **Re-booking following term**

- Re-booking information and invoices for the following term will be emailed to you shortly after each half term. Payments not received by the allocated date (normally two weeks before the end of the term) may result in you losing your place. We are not able to chase payments.
- You do not need to know if your swimmer will be moving class to re-book. This information along with any badges awarded will be emailed to you towards the end of each term.

### **Mobile phones and Photography**

- Mobile phones are not allowed to be used AT ALL for ANY reason in the changing rooms.
- No photography, or use of mobile phones to take images of any sort is allowed anywhere in the pool block - including during the lessons, unless by express and advance permission.
- By joining us for lessons, you agree to allow photography and video of lessons/children to be taken by Justine Hulf, or those given express permission to do so by her. You may withdraw this consent at any time by emailing Justine at [minnowsswimschool@btinternet.com](mailto:minnowsswimschool@btinternet.com). Any pictures /images taken may be used on our social media and digital platforms. Such images will never give identifying details unless we have asked for and been given such permission.

### **Child Safeguarding**

- If you or your child has any concerns regarding the welfare or safeguarding of a swimmer or other young person, please advise Justine Hulf. Any incidents or concerns will be taken seriously and in confidence. Alternatively you can contact SWIMLINE in confidence on 0808 100 4001. Please read our Child Safeguarding Policy for details of how ensure the welfare and safeguarding of all young persons involved with Millennium Minnows.

### **Data Protection**

- Your privacy is important to us and we will never release your personal details to any third party for any mailing or marketing purposes. Any details which we collect will be done so in accordance with the General Data Protection Regulation (GDPR). Please read our Privacy Policy (available to download from our website) for details of how we use and protect your information, and how you can withdraw consent for us to hold your data.

### **Other useful information**

- Please see our website for up-to-date term dates and notices and FAQ's