

University of Brighton Swim School – Terms & Conditions:

The following document outlines the Terms and Conditions of the University of Brighton Swim School. When a booking is made, you are confirming your understanding and acceptance of the terms and conditions. You have also agreed to the Sport Brighton Terms and Conditions which can be found on the website or by using the following link: [Terms & Conditions](#)

Enrolment & Eligibility:

To register for swimming lessons, please follow the link: [Swimming Lessons](#).

Our junior lessons are designed for children aged 4 to 16 and they follow the Swim England Learn to Swim Stages 1-7 ([Learn to Swim Stage 1-7 Awards](#) | [Swim England Learn to Swim](#))

Our adult lessons are for those aged 16+ and they also follow the Swim England Learn to Swim Awards ([Swim England Adult Learn to Swim Awards](#) | [Discover the four stages](#)).

All spaces are allocated on a first-come, first-served basis.

To give existing swim school enrollees priority for subsequent courses each term, we operate a re-enrolment system. This means that a place will be provisionally reserved for the next term in a class appropriate to the swimmer's level. Reserved places will be held until two weeks prior to the start of the new term and will be released if payment has not been received by this time.

While we aim to maintain consistent class days and times for each swimmer, this cannot always be guaranteed.

Payment:

Our lessons operate on a termly basis, with term dates aligned to the school calendar set by Brighton & Hove City Council.

Bookings made at the start of a term are for the full duration of that term. Where a swimmer joins partway through a term, fees will be calculated on a pro rata basis to reflect the remaining lessons.

Group lessons for both junior and adult swimmers are charged at £12.00 per session, and 1-2-1 lessons are charged at £24.00 per session. All lessons are approximately 25 minutes in duration.

Please note that we do not offer any form of discount. This includes, but is not limited to, NHS discounts, sibling discounts, or the acceptance of childcare vouchers.

Cancellation & Refund Policy:

Credit notes will only be issued for non-attendance where advance notice has been provided **and** is supported by a valid medical certificate or confirmation of surgery. Where approved, credit notes will be issued to the value of the missed lesson(s).

In the event that lessons are cancelled by Sport Brighton due to circumstances beyond our control (for example, facility closures), a credit note will be issued for the affected session(s) which you can apply to the next term.

We will make reasonable efforts to notify you of any cancellations by telephone. If we are unable to reach you, notification will be sent via email. It is your responsibility to ensure that your contact details are accurate and up to date.

If you are no longer able to attend your scheduled lesson day or time, we may, subject to availability, offer an alternative session. However, changes in personal availability do not entitle you to a refund.

Trial Lessons:

We offer a free trial lesson for prospective swimmers. To arrange a trial, please contact the swim school via email at swimschool@brighton.ac.uk.

Trial lessons are limited to one per participant and cannot be used more than once.

If you are unable to attend a scheduled trial lesson, we ask that you notify us as soon as possible.

Instructor Changes & Class Adjustments:

Whilst we recognise the importance of instructor consistency, Sport Brighton reserves the right to change instructors at any point during the term. A change of instructor does not entitle participants to a refund.

There may also be occasions where it is necessary to adjust lesson times or remove sessions due to circumstances beyond our control. In such instances, we will contact you as soon as reasonably possible to discuss alternative arrangements.

Attendance:

If you are unable to attend a scheduled lesson, the session will be recorded as missed. We are unable to offer alternative classes or one-off transfers for missed lessons.

Whilst we appreciate that this may be disappointing, it would not be possible to accommodate such requests consistently across all swim school participants. As a result, this policy applies to all enrolments without exception.

Safeguarding:

Sport Brighton follow the Swim England Safeguarding Policy (Wavepower). This is available for viewing online: [Wavepower | Safeguarding for Swim England clubs](#).

If you have any questions or concerns about child welfare, please refer to section 20 of [Terms & Conditions](#). Alternatively, Swim England offers a dedicated helpline (Swimline – 0808 100 4001) for those who wish to report any safeguarding, or welfare concerns directly to them.

Access:

Please note that Sport Brighton uses communal changing rooms that are accessible to all our members during opening hours. We recommend that you come to your lesson swim ready and ask that you do not arrive more than 5 minutes before your lesson start time. Access to lessons will be via the changing rooms.

Parents/guardians should not wear outdoor footwear onto poolside, overshoes are provided, or you may bring your own footwear specifically for wearing on poolside for example, sliders.

Please ensure pushchairs are left in the cafe area and not taken onto poolside.

Medical Conditions:

Enrolment will not be accepted without completion of the pre-exercise medical form. It is the duty of the parent/guardian to update us on any changes which we should be made aware of. You should also make the instructor aware.

Children who need access to inhalers should have them readily available for the duration of their lesson. These should be clearly labelled with your child's full name.

Swimmers who have or are suffering from sickness or transmittable infections should be clear of symptoms for a minimum of 48 hours before attending any swim school sessions.

Any specific access requirements should be highlighted on the pre-exercise medical form and discussed in advance with the Swim School Coordinator to ensure our facilities and staff can fully cater to your requirements.

Any specific neurodiversity should be highlighted on the pre-exercise medical form and discussed in advance to ensure our facilities and staff can fully cater to your requirements.

Health & Safety:

All swimmers with long hair should tie their hair back and where possible, wear a swimming hat. The use of goggles during lessons is optional. Please note, we do not provide these.

All swimmers must shower thoroughly before entering the pool.

Report any accident/incident immediately to Sport Brighton reception and complete a University of Brighton accident/incident form.

First aid assistance can be obtained from Sport Brighton reception or University caretakers.

In the event of hearing the fire alarm (a continuous siren) or discovering a fire (after activating an alarm point), each individual shall immediately leave the building via the nearest safe emergency exit then congregate in the external fire assembly points clearly signed. Nobody may re-enter the building until informed that it is safe to do so by the Fire Building evacuation controller identified by a luminous orange jacket. Should you be aware that a person is not accounted for please report this to a member of staff in luminous orange or yellow jacket. It is the responsibility of Hirers to ensure everyone in their charge is aware of all fire evacuation procedures and routes. Important - in the event of an evacuation during the lesson, your child's teacher will ensure your child is escorted out of the building.

Persons who require assistance in exiting any Sport Brighton facilities during any alarm activation must inform staff. Personal emergency evacuation plans will be formed if deemed necessary.

Spectating / Supervision:

Children (0-7yrs) regardless of gender can accompany their parent/guardian into the parent/guardians assigned changing area.

Parents/guardians are not permitted to leave the site at any point whilst their child is under our care. They are responsible for collecting their child at the end of the lesson and the safe supervision of their child when using the changing rooms and surrounding areas. If a child is not able to find their parent/guardian, this will be reported to the Duty Officer on shift who will ensure the child is supervised until they are reunited.

All swim school participants are permitted to have 1 parent/guardian on poolside in the allocated seating area during the lesson. Any additional parents/guardians should use the seating area in the cafe.

Photography:

Photography including the use of mobile phones for photography is not permitted, without written permission of Sport Brighton. Under no circumstances should others be filmed without their permission.

Parking:

Customers may use the University carpark when using the facility for swimming lessons. When you arrive, please ensure you put your number plate into the tablet at reception. This will allow you to park for free for two hours. If you exceed this time limit, you may be charged.

Accessible parking is available and clearly marked for the appropriate badge holders.

Comments & Complaints:

Customer comments or complaints can be made via our online comments and suggestions form on the website. These are treated in the strictest confidence.

Written complaints can be sent directly to the Head of Sport, Brighton Sport and Health Complex. University of Brighton. Village way. Falmer. Brighton. BN1 9PH.