

## 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](#)

### Booking:

Our courses run on a termly basis, the specific dates are available on the Sports Brighton website or on the swim school notice board. If starting at the beginning of the term, your booking is a full term. If you join midway through a term, your booking is pro-rotta.

To give existing swim school enrolees priority for subsequent courses each term, we use a re-booking system where we will automatically hold you a space in the forthcoming term on an appropriate level course. Places are released 2 weeks prior to start date unless payment has been received. We try to keep class times as similar as possible but unfortunately cannot always guarantee this.

We ask that you do not change your lesson day midway through a term.

### Refunds & Cancellations:

Partial or full refunds will not be issued after 7 days prior to the start of the term. Credit notes will only be issued for non-attendance if advanced notice is given and accompanied by a valid doctor's note/notification of surgery. Credit notes will be issued to the value of the missed lesson(s) if Sport Brighton have cancelled the lesson for circumstances beyond our control, for example, facility closure. We will notify you of cancellations by calling you, if we cannot get through, we will send you an email so please ensure contact details are correct.

Teacher consistency is important however; Sport Brighton reserves the right to change teachers at any point during the term. A refund would not be issued in this situation.

### 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.

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 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.