



Atlantis Leisure

Oban Swim School Terms & Conditions

Teaching Policies, Procedures and Parental Responsibilities

- Oban Swim School Swimming Teachers are Qualified to the level of UKCC Level 2, Scottish Swimming Teacher Qualification (SSTQ), or equivalent, and have a relevant PVG disclosure check carried out.
- Swimming Teachers are responsible for pupils during their swimming lessons, however, Parents/Carers are required to remain nearby so they can assist with toilet breaks, and provide support in any other areas required during the swimming lesson.

Please note, Oban Swim School staff are not able to take pupils to the toilet.

- Parent/Carers are responsible in ensuring that medical and contact details are kept up to date, it is recommended that this information is regularly checked on the Client Hub, and any changes required are made in writing to obanswimschool@atlantisleisure.co.uk. This allows us to contact the appropriate person in the event of a medical emergency, building evacuation or other emergency situation.
- Pupils must be collected promptly at the end of a lesson at the shower area. No child under 8 years old is permitted to be in the pool out with their swimming lesson, and should always have a parent/carer in the building.
- Parents/Carers are asked not to distract Swimming Teachers during a lesson, as many teachers are lifeguarding the pool and therefore unable to leave the pool area. Please direct any questions to the Swimming Development Officer if available, or a Duty Manager if there is a concern that requires immediate attention.

Pupil Illness

- If your child is unwell, we recommend that you do not bring them to their swimming lesson.
- If your child has been ill with diarrhoea they should not attend their lesson, to protect others, they should not swim for two weeks after it has completely cleared up.

Learn To Swim Programme

- Pupil to teacher ratios are developed in line with Scottish Swimming and CIMSPA guidelines.
- Oban Swim School reserve the right to combine classes at short notice if necessary.

Swimming Lesson Dress Code and Hygiene

- All children should wear appropriately fitting costumes/trunks and shorts specifically designed for swimming.

- Long hair should be tied back and all jewellery removed, it is recommended that swimmers wear a swimming cap.
- All swimmers must shower before and after their lesson.

Pupil Progression

- All pupils enrolled in our swimming programme work towards the Scottish Swimming National Framework.
- Swimming Teachers continually assess all pupils' progression throughout the term.
- Progression of all pupils will be at the judgement of the Swimming Teacher and in accordance with the criteria of the Scottish Swimming Learn to Swim Framework.
- Pupils will be moved up to the next level when they meet the skills criteria required and if there is adequate places available. Every effort will be made to find a suitable class.
- We work a system of continuous progression which allows us to move swimmers on a level when they are ready. Due to the variety of ability levels within the programme, we are unable to guarantee a specific time, however, every effort will be made to ensure the swimmer is moved to the appropriate class as soon as one becomes available.

Pool Closure and Cancelled Swimming Lessons

- In the event of a pool closure:
- We will make every attempt to contact our customers as soon as possible. Please ensure your details, including your phone number and email address are kept up to date on your Client Hub account.
- Customers will be offered a full refund, this will be to the value of the lesson as advertised. Please note, refunds usually take 14 days for us to process and make payment.

Missed Lessons

- Lesson fees are non-refundable where the pupil has either missed lessons or decided to withdraw from the programme altogether. Medical reasons can be taken into account and any requests can be made by emailing obanswimschool@atlantisleisure.co.uk

Changing Teacher

- We will make reasonable endeavours to provide the same instructor for each lesson. However, relief instructors may be used without prior notification.
- We reserve the right to appoint a new teacher at any time and at times we may need to provide an alternative teacher for a class or classes due to illness or any other unforeseen circumstances.
- In the event a teacher is away for an extended period we will endeavour to keep the same cover teacher where possible.
- If a teacher is absent, Oban Swim School reserves the right to join classes together if considered appropriate and safe according to Scottish Swimming and CIMPSA guidelines.

Viewing

- Viewing is permitted in the designated viewing areas.
- No photography or filming is permitted in the facility without prior approval from the Centre Management.

Behaviour and Conduct

- Parents/Carers accept that their child is under supervision, control and care of the swimming teacher during the period of the lesson. Should the behaviour of the child be unsatisfactory and the class is being disrupted, the swimming teacher has the right to remove the pupil from the class.
- The teacher may employ reasonable measures as are necessary to maintain the smooth delivery of the class. We reserve the right to request that your child could be removed from classes should they persistently disrupt or are seen to be putting themselves or anyone else at risk during the class. If a child is removed under these circumstances and suitable alternatives cannot be made, they may be removed from the swimming programme.

Swimming Lesson Payment

- All fees for swimming lessons will be taken by monthly direct debit via GoCardless, taken on or around the 1st of each month.
- Oban Swim School reserves the right to review membership fees periodically and payments may be increased accordingly. The customer will be given a minimum of 10 days' notice of any proposed increase and will have the right to terminate their agreement using the standard cancellation procedure.
- If a swimmer joins midterm, payment will be amended accordingly. You will only be charged from the date you joined the programme.
- If the direct debit is cancelled (even in error) we can't guarantee the same space being available for your child.
- For any failed direct debits, Oban Swim School reserves the right to restrict access to the lessons until payment has been made. If no payment or contact is made within 7 days your child will be removed from their class.

Cancellations

- If you wish to cancel your lessons and direct debit you must inform Oban Swim School in writing by emailing obanswimschool@atlantisleisure.co.uk.
- Please note cancellations must be received by the 15th of the month. Cancellations received after this date will incur a further month's payment.
- Failure to provide the full notice period may result in Oban Swim School taking recovery action for the outstanding debt.

Oban Swim School Swim Camps

- Please note that Swim Camps will be subject to cancellation unless there is a minimum of 6 swimmers signed up to each camp.
- Full payment will be taken in advance via GoCardless direct debit and are non-refundable.
- Medical reasons can be taken into account for cancellation of camps, any requests can be made by emailing obanswimschool@atlantisleisure.co.uk