

TERMS AND CONDITIONS

All non toilet trained swimmers must wear a Happy Nappy over a disposable swimming nappy. Happy Nappies are available at poolside for £12 and Happy Nappy Wetsuits for £25.

Please bring a towel and dressing gown for your baby/child to keep them warm when they get out of the pool and go through the corridor into the changing area as it can be cooler than poolside especially in the winter months. Please also bring goggles for older children and a swimming hat is optional.

We cannot be held responsible for any loss, damage or accidents while you are attending your course.

Please respect our neighbours and keep noise to a minimum when arriving and leaving The Sycamores.

Please abide to our no outdoor foot wear policy in the changing area and at poolside at all times. Please leave your shoes on the shoe rack provided in the walk way.

No talcum powder is permitted in the changing area.

Please refrain from squeezing swim suits onto the changing room floor.

Missed lessons or courses due to holidays, sickness or any other reason cannot be transferred or added on to the end of your course unless we have spaces available for a make up class but these are limited to 3 per term, subject to availability and must be used within the term they are missed. We cannot issue refunds for any lessons or courses you do not attend. Cancellations must be received 28 days before the start of your course to be entitled to a full refund. If we had to cancel lessons for any reason, the lessons would be added to your course as no refunds can be given.

Please park sensibly in our car park and do not leave large gaps between spaces and please do not block the reserved spaces at the front of the house. No parking is permitted outside the black gates at the main entrance.

Please supervise your children (swimmers and non swimmers) at all times and do not leave the premises while your child is swimming.

No food is permitted in the changing area or at poolside especially nuts as some children have severe allergies.

Photographs will occasionally be taken by us for advertising purposes or they might be taken by other parents.

If you would like your course space to be saved for the next term you must rebook on your rebooking dates otherwise your space will be offered to someone else.

All doors to the changing area and poolside must be kept closed at all times in the winter and summer months.

If you did need to change your class day and time on a permanent basis please let us know and we will try our best to accommodate you.

CCTV is in operation in the pool area. Please do not undress yourself or your children in the pool area, undressing is only permitted in the changing area where CCTV is not in use.

Please arrive no earlier than 15 minutes before your class time.

Please wait in the changing area and go through to poolside at the start time of your class.

Physical contact with your children may be necessary when we are teaching.

Please read our rules and regulations for Covid 19 below before your lessons commence:

- Please arrive no earlier than 15 minutes before your class.
- Staff and swimmers must use the hand sanitizer provided when entering.
- All teachers, cleaners and staff will wear clear face shields in and out of the water.
- Adults must wear a face mask in the changing area unless exempt but this is not a requirement in the pool as it may need to be taken off in the water for safety purposes.
- We have intensified our cleaning rota so you will see more cleaners in the changing area and at poolside. These are male and female cleaners and have up to date db's checks as do our teachers.
- Please use the cleaning supplies in the changing cubicle to sanitize the cubicle before and after use.
- Please use the storage containers in the changing area to store your belongings and leave it under the bench in the changing cubicle while having your lessons so other swimmers can use the cubicle in the meantime. We do not take any responsibility for any valuables.
- Class sizes will stay the same and are inline with the STA guidelines for pools.
- Only one parent per child in the changing area please. If you have more than one child swimming with us on the day the other parent can help in the changing area but only one cubicle per family please. Face mask must be worn by adults in the changing area unless you are exempt.
- One indoor spectator per child is permitted at poolside as we would like to keep spectators as minimal as possible. Please keep noise as minimal as possible at poolside and all adult spectators must wear face masks unless exempt.
- The changing area will be open but please keep changing use as minimal as possible with adults, children & babies arriving as "beach ready" as possible.
- Please respect social distancing as per government guidelines whilst in the pool, changing area, poolside, corridors, car park and the outside spectators area.
- Chemicals in the pool will be slightly higher but at a safe level inline with STA guidelines for pools.
- Strictly no outdoor footwear is to be worn at poolside or in the changing area.

• Before arriving at The Sycamores:

Before arriving at the pool, please ensure your child is well and is not showing any symptoms of COVID-19. These symptoms include:

- High Temperature
- New Continuous Cough
- Loss of smell and/or taste
- Flu Symptoms

If your child is showing any of these symptoms or has been in contact with anyone with COVID-19 symptoms in the past 14 days, please do not bring them to The Sycamores. Our biggest priority is the health and safety of our swimmers and staff so if you have any concerns that your child or someone in your family may have come into contact with COVID-19 then please be safe - do not bring them in and follow the governments isolation advice.

PRIVACY POLICY

Please find attached our Privacy Policy

<https://www.morleisure.co.uk/swimsoftonline/EmailAttachments/220/-1/-1/The Sycamores Swim School Privacy Policy.pdf>