Abingdon Swim School

Terms and Conditions

Abingdon School Enterprises Limited (trading as Abingdon Sport and Leisure "ASE") Abingdon Swim School - Terms and Conditions.

Please read these Terms & Conditions carefully. By registering a swimmer, you (the parent/guardian) agree to them. These terms replace all previous versions.

1. Introduction

These Terms & Conditions govern registration, participation in swim lessons, use of facilities, behaviour, medical and additional needs, cancellations, refunds, and other relevant matters.

They apply to all swimmers, parents/guardians, staff, contractors, and visitors to Abingdon Swim School.

We aim to provide a safe, inclusive, enjoyable, and effective learning environment.

2. Registration and Enrolment

Parents and carers must complete our online Parent Portal with their own details and their child's information (name, date of birth, emergency contact). Once registered, you can enrol in the class allocated by the Swim School Coordinator.

Children must be at least 4 years old and fully toilet trained to join Abingdon Swim School. As swim nappies are not permitted in our swimming pool, children who are not yet toilet trained will be unable to attend lessons until they are fully toilet trained.

Stage 1 lessons are designed for children aged 4 to 8 years. Children aged 9 years and over who are beginners should enrol in our Older Beginners class, which takes place at 12:00pm on Sundays. This class is specifically designed for older children who are new to swimming, providing age-appropriate teaching and allowing them to learn alongside peers of a similar age.

Class placements are made based on age and ability.

Where available, trial sessions may be offered at the cost of a single session. These are subject to instructor and pool availability and do not guarantee a place in the programme.

Current swimmers are guaranteed a place in the following term, provided re-enrolment and payment deadlines are met. Current swimmers are given priority over new applicants on the waiting list. We would be grateful if you could let us know if you no longer require a space on our waiting list so that we do not contact you unnecessarily.

Movement between stages depends on each swimmer's ability and confidence. Progress is assessed against Swim England's Learn to Swim Framework, and swimmers will only advance once all competencies for their current stage have been achieved.

If classes are full at the time of enquiry, your child may be placed on a waiting list. Families will be contacted in order of registration as places become available. Registration is by invitation only. Anyone registering without an invitation will be removed and refunded minus an administration fee of £15.

3. Fees, Payments, Credits and Refunds

Lesson fees are set on a termly basis and must be paid in full before the first lesson of each term. New swimmers may join during the term, subject to availability, and will be charged a pro-rata fee for the remaining lessons.

Payments should be made online at the time of registration, or in person if your registration has been arranged with assistance from our admin team.

We accept Tax-Free Childcare payments for private swimming lessons because they meet HMRC's eligibility criteria, as lessons take place outside of school hours and are not part of the school curriculum. We also accept employer-issued childcare vouchers from a range of providers.

Parents choosing either method must provide proof of payment, either a screenshot or a payment reference number, once they have been invited to register for swimming lessons. After verification, your child's lessons will be marked as paid in our system.

If fees remain unpaid more than a week after the deadline, we reserve the right to suspend your child's attendance or remove them from the class.

Refunds, whether full or partial, are only considered in specific circumstances, such as extended illness supported by a medical certificate or prolonged pool closures.

Credits may be issued if lessons are cancelled by the Swim School, such as due to maintenance, instructor absence, or force majeure. Credits cannot be provided for occasional absences like holidays, unless otherwise agreed. Credits can be used against

the following term's lessons or for other activities offered by Abingdon Sports and Leisure, such as climbing courses.

Registration fees are non-refundable once processed and cannot be transferred to another swimmer or activity.

4. Cancellations and Missed Lessons

If you wish to cancel enrolment or do not plan to return the following term, please inform us in writing as early as possible. All fees are non-refundable. Early notice enables us to plan class numbers and offer spaces to other families.

In the event of an instructor's absence, we will make every effort to arrange cover for the class. If this is not possible, we will issue a credit note to be used against future lessons. Refunds are not offered.

If your child is unable to swim for more than one week due to illness or injury, we can issue a credit note upon request once a doctor's note or similar proof has been provided.

Lessons missed due to personal reasons, such as holidays or non-medical absences, cannot be rescheduled and remain non-refundable.

5. Use of Facilities and Safety

Swimmers should arrive 5–10 minutes before the lesson and be collected promptly afterwards. They should not enter the pool area until instructed by a teacher.

Children under 10 years old remain the responsibility of their parent or guardian while in the building. Parents of under-10s should remain poolside in the spectator area during lessons and supervise children in the changing rooms.

Please use lockers and ensure belongings are named. The Swim School is not responsible for lost or stolen items.

Swimmers must wear appropriate swimwear. Holiday shorts, bikinis, or tankinis are not permitted. Rash vests or short wetsuits may be worn if children get cold. Goggles are recommended. All swimmers will be issued a branded swim cap, which must be worn during lessons. Jewellery, watches, or bangles are not permitted.

Swimmers should avoid eating at least one hour before swimming. Parents must ensure their child does not attend if unwell or with any contagious condition. Showering before entering the pool is encouraged.

Children must not attend lessons for at least 2 days after vomiting or diarrhoea. D&V minimum exclusion is 48 hours from the day of full recovery. If a swimmer has a confirmed case of Cryptosporidiosis, WE MUST BE NOTIFIED IMMEDIATELY if they have swum in the pool. In this case, swimmers are not permitted to swim for 2 weeks after symptoms have

ceased, as per PWTAG guidance, because the infection is highly contagious and chlorine-resistant.

If a child is sick in the pool, the pool will be closed for a minimum of one hour for cleaning and disinfection. Water chemistry will be checked and adjusted before lessons resume.

Running on poolside, diving without permission, or disruptive behaviour is not permitted. Spectators and non-swimmers are not allowed poolside during lessons.

Each session includes up to five minutes for registration and administration for health and safety purposes.

The use of cameras, mobile phones, or other recording devices is strictly prohibited in all facilities.

The car park may be busy at peak times, and spaces are not guaranteed on site. Parents must follow the instructions of attendants if on duty and be considerate of local residents when parking elsewhere.

Items left behind are taken to the reception. Named items will be returned where possible.

6. Behaviour and Code of Conduct

Swimmers are expected to follow instructions from instructors, respect fellow swimmers, and avoid disruptive or unsafe behaviour.

Parents and guardians are expected to treat staff, swimmers, and other parents with respect. Verbal or physical abuse of staff or others will not be tolerated. Parents should support their child positively, avoid interrupting lessons, and not coach from the sidelines.

Staff and instructors will maintain professional boundaries, provide safe and inclusive lessons, and undertake regular safeguarding and first aid training.

In cases of serious or repeated misconduct by swimmers or parents, we reserve the right to suspend or remove them from the Swim School without refund.

7. Medical, SEND and Additional Needs

Parents and guardians must disclose any medical condition, allergy, disability, or learning difficulty at registration or as soon as it becomes known. Full and accurate information is crucial so that we can understand how best to communicate with and support each swimmer. Without this information, we might be unable to make the necessary adjustments to ensure safe and effective participation.

We do not offer SEND-specific classes or provide one-to-one tuition for children with additional needs. Our lessons are delivered in group settings and are based on the Swim England Learn to Swim Framework.

Where possible, we will make reasonable efforts to adapt lessons in line with Swim England's inclusion guidance. If, following discussion, we feel that a swimmer would benefit from a class with capped numbers, we will liaise with families to arrange this. Capped-number classes are subject to availability and will incur an additional cost.

If, despite reasonable adjustments, we feel that we are unable to provide the level of support required for a swimmer, or if a child's behaviour poses a risk to themselves or others, reduces the quality of learning, or negatively impacts the experience of other swimmers, we reserve the right to terminate lessons. In such cases, we will offer to refund any remaining fees for lessons not yet taken.

In certain cases, we may request supporting medical evidence or require confirmation from a GP or healthcare professional that participation is safe.

Parents and guardians are responsible for managing and administering any necessary medication unless specific arrangements are agreed in advance with the Swim School.

In the event of illness or accident, staff will follow first aid and emergency protocols and contact parents or guardians immediately.

8. Safeguarding and Welfare

We follow Swim England's safeguarding policies (Wavepower) along with those of Abingdon School. All staff hold current DBS checks and safeguarding training. Any concerns must be reported to ASE Management. The Safeguarding Lead for ASE can be reached via ase.safeguarding@abingdon.org.uk. Contact details are displayed in reception alongside other Abingdon School safeguarding contacts. Confidentiality is maintained, but information may be shared with statutory agencies if required by law.

9. Liability and Insurance

Parents and guardians are responsible for their child's safety before and after lessons, including in changing rooms and corridors. The Swim School accepts no liability for personal injury, loss, or damage unless caused by our negligence. We maintain appropriate public liability insurance.

10. Data Protection and Privacy

We collect and store personal data for lesson administration, communication, and emergency purposes in accordance with UK data protection law, including the Data Protection Act 2018 and GDPR. Data is stored securely and will not be shared with third parties without consent, except where required by law.

By providing personal data, you consent to its processing and use by the Club for the purposes for which it was given. To support the efficient running of our business, we may also disclose personal information to our parent company (Abingdon School) and our third-party database supplier for purposes directly related to your use of our services. We

will not share personal data with any other third party unless required or permitted under applicable law, including for the prevention or detection of crime, or for the assessment or collection of tax or duty.

Parents and guardians may opt out of marketing communications at any time via their account settings or by contacting us at **ase.info@abingdon.org.uk**. Initial communication preferences are specified at the time of application but can be updated at any time via email or the online booking facility.

We are committed to protecting your privacy and ensuring that personal data is handled responsibly, lawfully, and transparently.

11. Changes to Terms and Conditions

We will review our Terms & Conditions annually. We may update these Terms from time to time for operational or legal reasons. Parents and guardians will be given at least 14 days' notice of significant changes via email or website notification.

12. Complaints and Escalation

Concerns should be directed to the Swim School Coordinator in the first instance. Unresolved matters can be escalated via the formal complaints procedure, and may ultimately be referred to Swim England if required.

13. Termination

We may terminate enrolment in cases of persistent non-payment, misconduct, or breach of these Terms. Parents may withdraw a swimmer with the required written notice as outlined in Section 4.

14. Contact Information

Abingdon Swim School
Email: swimschool@abingdon.org.uk

Last reviewed: July 2026

Next review: July 2027