

## SPLASH LEARN TO SWIM PROGRAMME

### Terms and Conditions

- Priority enrolment dates are for participants currently enrolled on a current Learn to swim course and will take place three weeks before the end date of the course.
- All children under the age of 12 years attending any Sportspark course should be handed over/collected from teaching staff by a parent or guardian aged 16+ years. Under no circumstances should children be left unsupervised at the teaching venue, at any time.
- Please ensure you are ready to collect your child/children a couple of minutes prior to the end of the lesson every week.
- Reimbursement for unused lessons will not be given.
- Credit notes for unused lessons may be available at the Aquatic Managers discretion
- Sportspark reserve the right to alter or cancel any course/programme if circumstances deem it necessary. If Sportspark need to alter or cancel a course or lesson, a credit note will be issued.
- Booking is strictly via a Sportspark Booking Form which can be picked up from reception or downloaded from the website.
- All courses must be paid for in full prior to the start date.
- No new bookings will be accepted onto a current Learn to swim course, after week 3 of the programme.
- Medical and relevant information must be disclosed on the booking form.
- Learn to Swim courses will open for public bookings two weeks prior to the finishing date of the current course.
- Spectators are not allowed at City Academy poolside and will be asked to wait in the changing rooms.
- Parents/guardians are welcome to watch pool classes at Sportspark from the first floor balcony viewing area.
- Please do not enter the Sportspark poolside – a member of staff will be there to escort your child/children to the teacher.
- Please do not use the disabled door to access the poolside area - please access the pool via the poolside changing rooms.

- Learn to swim equipment including floats, discs and woggles will be provided.
- Please encourage your child/children to wear a swimming hat and ensure goggles are a good fit BEFORE the lesson starts.
- If your child will not wear a swimming hat, long hair must be tied back.
- Please ensure boys' trunks/shorts do not come below the knee.
- We do not accept responsibility for loss or damage to property.

## Sportspark Entry Cards Terms and Conditions

- The Junior Sports card and Non-Member prices include two Sportspark free entry cards. These are made available to parents/guardians to allow them to drop off and pick up children without having to pay the standard Sportspark 60p entrance fee.
- Free entrance cards will need to be scanned at the turnstiles on each visit. Failure to do so will result in the standard entry fee being charged.
- There is a £3 charge for a replacement card, should you lose it.
- Sportspark entry cards will give you access to through the pool turnstile prior to and after your lesson only.
- Free entry cards allow access to the changing rooms, purely to allow you to get your child/children changed and to escort them to the pool entrance. It does not give you access to access the pool for swimming or any other activity, unless you have specifically paid for it or the activity is included with a Sportspark Sports card (that you have paid for).
- The entry card will allow re-entry to the pool changing rooms to collect your child/children when the lesson has finished. Anyone found misusing this access will lose their place on the course with no refund and will not be allowed to re-book.
- Please use the group changing rooms - which will be assigned exclusively to the Learn To Swim participants. Please do not leave any valuables in the changing rooms.
- Our lockers operate with a padlock system. Therefore if you are using our lockers, please bring a padlock with you. We also sell padlocks at reception for £5 or they can be hired for a non-refundable fee of £1. Please note that lockers are cleared every night after we close (padlocks are cut off if necessary). Locker contents are then stored and logged as lost property, unless they are wet or unhygienic items – in which case they will be disposed of. Please note that non-valuable lost property items will be kept for 2 weeks, and valuable lost property items are stored for 6 months. For further details on our Lost Property policies, please ask at reception.