



SPLASH

LEARN TO SWIM PROGRAMME

Terms and conditions

Booking

- Booking is strictly via a Sportspark booking form which can be picked up from reception or downloaded for the website.
- All enrolments onto stages 1-10 will get FREE swimming outside of their lessons for the duration of term.
- Badge slips will be issued by instructors at the end of the course. Badges and Certificates cost £3 and are available from reception. It is important that your child achieves and progresses through the Learn to Swim programme. High standards are adhered to, to ensure that no child is moved up a stage too early or indeed is kept back for any length of time. Instructors will work closely with swimmers and parents to ensure communication is at its best.

Safeguarding

- All children under the age of 12 years must not be left unaccompanied at any point.
- Spectators are not permitted on poolside at either venue. Those at the Sportspark are welcome to sit in the spectator gallery, and those at city academy will be asked to wait in the changing rooms. If you have a need to be present on poolside with your child then please speak directly to your teacher.
- Under no circumstance should children be left unsupervised at either the Sportspark or City Academy pool.
- Please make sure you are ready to collect your child/children a couple of minutes prior to the end of the lesson every week.
- Children 8 years old and over must use the changing room specific for their gender regardless of the gender, of the parent who is accompanying them.

Refunds

- Course or session refunds are only payable if there is a medical reason and a doctor's note can be provided.
- The Sportspark reserves the right to alter or cancel any session / course if circumstances beyond their control deem it necessary. An alternative or voucher may be offered and the Sportspark will endeavour to keep all participants fully informed at all times as far as humanly possible.

Equipment

- Learn to swim equipment will be provided.
- Please encourage your child to wear a swimming hat. If they will not wear one, 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.

www.sportspark.co.uk

All day every day for the community.

Tel: (01603) 592398

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Admission policy

- 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.

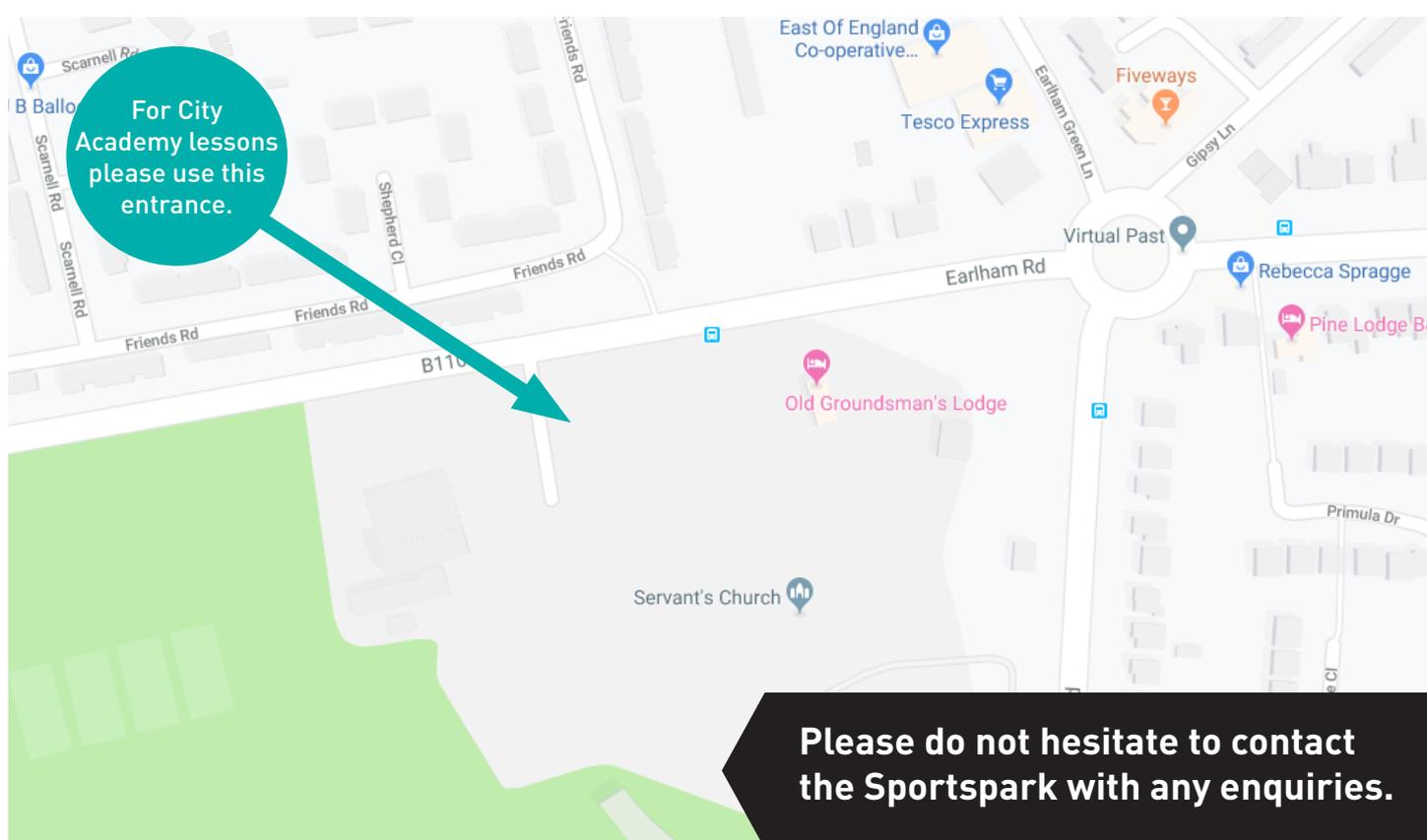
- The Sports card will give you access to the changing rooms through the pool turnstile prior to and after your lesson only to allow you to get your child/children changed and to escort them to the pool entrance. It does not give you access to the pool for swimming or any other activity, unless you have specifically paid for it or the activity is included with a Sportspark Sports card (that you have paid for).
- Anyone found misusing this access will lose their place on the course with no refund and will not be allowed to re-book.
- 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.

Venues

Sportspark Pool: Sportspark, University of East Anglia, Norwich Research Park, Norwich, NR4 7TJ. Please use either the Sportspark car park, or UEA carpark (free after 16:30).

City Academy Teaching Pool: City Academy, Earham Rd entrance (not Bluebell Rd), Norwich NR4 7LP. Please use the parking spaces provided outside the pool.



Please do not hesitate to contact the Sportspark with any enquiries.

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