

Sport Aberdeen - Aquatics Aberdeen Terms & Conditions

Customers paying by Direct Debit

- You are committing to a contract with a minimum period of four months.
- Please refer to Sport Aberdeen's Direct Debit Terms & Conditions for further details: <https://www.sportaberdeen.co.uk/sport-aberdeen/terms-conditions/>
- If you wish to cancel your swimming lessons following the four-month minimum period, one month's written notice is required from the renewal date (1st of every month).
- If you no longer wish to continue with lessons, please complete [this form](#) to begin the cancellation process.

Customers paying in pre-paid blocks

- Early Years classes can be paid in blocks of 10 sessions. Payment for the next block should be made towards the end of the current 10-week block. Once an Early Years participant moves to the school-age classes, they will need to transfer onto Direct Debit payment.
- Blocks are paid upfront in advance
- The payment of block classes will automatically take into consideration any credits, cancelled sessions, bank holidays and school holidays.
- If the next block's payment is not received by the start of the last paid class, the swimmer will automatically be removed from the class and the space will be opened for other customers.
- If you no longer wish to continue with lessons, please complete [this form](#) and cancellation will take effect from the end of your current pre-paid block.

Refunds

- Once payment has been made for swimming lessons, refunds or credits will only be considered under exceptional circumstances: for example, where a participant suffers a substantial period of illness or hospitalisation that can be supported by medical evidence. In such cases, all credits due will be offered as a discount on the next set of course fees. No refunds / credits will be backdated beyond the date of notification.
- Requests must be made in writing to coachedprogrammes@sportaberdeen.co.uk where each case will be considered. Requests should provide a detailed explanation of the circumstances surrounding the pupil's inability to attend lessons and must be accompanied by medical evidence wherever possible.

Booking and Administration

- Most of our swimming lessons operate as a 50-week continuous programme, with a two-week break over the Christmas period. Classes also do not run on:
 - Good Friday
 - Easter Sunday
 - May Day
- All Early Years Levels operate as a term-time only programme.
- Details of 50-Week and term time classes, along with any additional cancellation dates (galas/planned maintenance etc) can be found on the Sport Aberdeen website: <https://www.sportaberdeen.co.uk/activities/swimming/learn-to-swim-member-information>

- It is the responsibility of the parent / adult participant to ensure that Sport Aberdeen holds up to date contact details. Payment / change of class correspondence is primarily through email, so it is extremely important that we have a current email address to benefit from this correspondence. If you need to update your details, please contact coachedprogrammes@sportaberdeen.co.uk.
- If a swimmer has been allocated into a class level that we determine is not suitable for them, the team will decide on the appropriate action to take. This may involve moving to an alternate class, a temporary freeze on attendance while an alternate class is found or cancellation of the membership.

Cancellation of classes by Sport Aberdeen

- If a class has been cancelled in advance, notice will be given via email or text alert.
- Swimming Pools are venues where unexpected closures unfortunately can happen, so it is very important that you take your child/ren into the pool building to confirm that lessons are going ahead. It is also essential that we have an up to date contact telephone number and email address.
- While every effort will be made to contact swimmers prior to travelling, if this has not been possible the team apologise in advance for the inconvenience caused.
- In the event of the classes being cancelled due to severe weather please also check for updates on the Sport Aberdeen website and social media.
- In the unfortunate event of classes being cancelled, the lesson block will be extended by an additional week for those paying in pre-paid blocks. For those paying by Direct Debit, quarterly checks on cancellations will be carried out and participants with more than one cancellation per quarter will be refunded accordingly from their next Direct Debit payment.

Expected General Behaviours & Standards

Clothing

- Suitable swimming costumes must be worn during swimming lessons: girls should wear an all-in-one costume and boys should wear trunks / swimming shorts which are above the knee.
- Children with long hair must have it tied back or wear a swimming cap.
- No jewellery (with the exception of stud earrings) or watches are to be worn.
- Teachers are not responsible for personal belongings and no items of value should be brought to the poolside.
- Any goggles or face masks which also cover the nose, will not be allowed as these obstruct the development of aquatic breathing.
- Swimming nappies must be worn during lessons by babies / toddlers who require these.
- Participant's clothes should not be left unsecured and must be removed from the changing cubicle for the duration of the lesson. Please make use of the lockers provided. Any items left unattended in the cubicle may be removed and placed in lost property.

Behaviour

- All swimmers must behave in a way that is not disruptive to other swimmers, teachers or facility staff.
- Any conduct that is deemed disruptive or which affects the safety of others will result in the individual being removed from the lesson and potentially from the Aquatics programme.

Supervision

- All children should be accompanied into the facility to confirm that lessons are going ahead before parents / guardians leave the premises.
- Children under 8yrs can use either the male or female changing rooms as long as they are closely supervised at all times by the appropriate parent for that area. Children 8yrs and older must use the appropriate changing room.
- For Early Years classes, one adult must be in the water with the child throughout the lesson.
- Parents / guardians of children under the age of 8 years old must remain at the pool, or in the pool vicinity, while lessons are taking place, and the child must always be supervised throughout the building.
- Parents / guardians must ensure that any siblings of swimmers are always fully supervised within the swimming pool building.
- Parents / guardians must ensure they are on time to collect their child after lessons: children will make their own way from the poolside to the changing rooms where they should be collected / supervised as necessary. Swimming teachers are only responsible for swimmers during their lesson which does not include the changing rooms before or after lessons.

Illness

- If a child has had sickness or diarrhoea within the previous 48 hours, they must not attend swimming lessons.
- You do not need to report absence due to illness to us, unless it is likely to be a long-term absence.

Health & Safety

- Parents / guardians are respectfully requested not to walk on poolside with their children (except Early Years classes).
- Lesson participants should always walk while on the poolside and never run.
- Swimmers should arrive on poolside no more than 5 minutes prior to the lesson starting and only enter the pool as directed by the swimming teacher.
- All pool areas must be kept free from obstacles for health and safety reasons and we would appreciate parents' vigilance in this area.
- Parents or adult participants must inform the Coached Programmes team of any conditions which may affect the enjoyment or safety of the participant.

General Guidance

- Parents, relatives or friends of the swimmer are permitted to spectate at a number of Sport Aberdeen pools however, should a spectator be distracting a swimmer the spectator may be asked to leave the pool area.
- No photography, filming or electronic devices are permitted to be used in the swimming pool area in accordance with our Child Protection policies. If you use an electronic device such as a mobile phone on poolside, then you will be asked to leave the pool hall.
- Please do not distract the teacher while they are teaching. If you would like to discuss your swimming lessons please contact the Programme Co-ordinator for your pool or email coachedprogrammes@sportaberdeen.co.uk and one of the team will contact you.