



mad about swimming

# Parent & Guardian Code of Conduct

# — As a parent/guardian, we understand you have the right to:



- be assured that your child is safeguarded during their time with us.
- know how to access Mad About Swimming policies, rules and procedures.
- know who the Mad About Swimming Welfare Officer is and how to contact them.
- know that any concerns about your child's welfare will be listened to and responded to.
- know what qualifications and training those with responsibility for your child have.
- keep informed of problems or concerns relating to your child, where appropriate.
- know the procedure should your child be involved in an accident or become injured.
- provide your consent or otherwise for photography.
- make a complaint to the Swim School Director or Welfare Officer (as appropriate).

# As a parent/guardian of a child or young person, we kindly request that you:

- complete all consent, contact and medical forms and update us straight away with any changes.
- contact us if you wish to talk to us about any concerns regarding your child. We will arrange a mutually convenient time so you can talk to our Swimming School Director.
- do not enter poolside during lessons, unless in an emergency situation or at the discretion of the teacher or Swim School Director.



- remove footwear before entering the changing rooms or use plastic shoe protectors.
- respect and celebrate difference in our club and not discriminate against anyone else on the grounds of gender, race, sexual orientation, faith or ability.
- do not use electronic devices on poolside unless directed to do so in an emergency situation by a teacher or lifeguard.
- support Mad About Swimming Teachers to address your child's behaviour if it is considered detrimental to the safety, enjoyment and progress of other swimmers.

## — Terms & Conditions

- Only children participating in lessons on pool side are the responsibility of the teachers. Children using the changing room, toilet facilities, etc, are the responsibility of the parent/carer.
- Allocation of a place is for the whole term. This can only be changed during the term if the teacher is satisfied that the child needs to be in a different class.
- Mad about Swimming reserve the right to end a child's allocated swimming place, if it is considered that a child's needs cannot be met or if a child or teacher's safety is at risk.
- **REFUNDS WILL BE GIVEN AT THE DISCRETION OF MAD ABOUT SWIMMING**

## Terms & Conditions – CAPERNWRAY



- Lessons are 25 minutes long - this allows 5 minutes at the end of each lesson to prepare for the next class.
- Capernwray Hall request NO CLIMBING ON TREES. Capernwray Hall and Mad About Swimming take no responsibility if injuries occur due to unsupervised activities such as playing outside, or similar activities.
- The areas marked with signs stating 'Private grounds for use only by Capernwray Hall guests and students' MUST NOT be accessed unless in an emergency. Please note that **ALL pool users MUST use the 'Pool Car Park'**.

## Terms and Conditions - ADULT AND CHILD



- Lessons are 30 minutes long

## Terms and Conditions – HORNBY



- Lessons are 30 minutes long.
- Lessons can be watched from the live TV screen in the foyer.

Please

complete sign and

return

Mad About Swimming will hold your personal data and process it in accordance with the General Data Protection Regulations 2018.

All lesson and payment information will be sent by email; we will contact you by mobile phone in an emergency (e.g. pool closure) and occasionally by letter for personal information.

I have read and understood the Parent/Guardian Code of Conduct and Mad About Swimming Terms and Conditions.

I am happy for Mad About Swimming to contact me using Email/Mobile phone (including text message) and by letter (\*delete as appropriate). Please opt in or out of receiving these communications at any time by e-mailing [lorna@madaboutswimming.co.uk](mailto:lorna@madaboutswimming.co.uk) or calling Lorna Carter on 07976 553878

Name of Child/Young Person .....

Name of Parent/Guardian .....

Signed .....

Date .....