

Terms and Conditions

1. **No payment, no swim.**
2. The club operates a **no refund policy** once the course has started.
3. Parents are advised that due to the guidelines outlined by the pools we hire, we are unable to guarantee that parents will be allowed to spectate at the sessions we offer.
4. There is no swimming on bank holidays or in school holidays.
5. Sickness in the pool is one of the highest causes of pool closure. Please help us to reduce pool closure by refraining from bringing your child swimming when they are ill. A teacher is within their rights to refuse a swimmer admission to the pool with no refund, should they be too ill to swim.
6. The club operates a first 5 last 5 minute rule - meaning parents must personally escort their child to the handover point, ensure the session is going ahead and collect personally from the handover point. If parent is not staying at the session then they must be contactable during this time. The handover point is at the entrance to the poolside.
7. The club operates a no photography policy
8. Lessons are allocated on a first come first served basis.
9. Parents are not required to provide any training equipment (e.g. arm bands or floats)
10. All jewellery, including ear-rings, must be removed before swimming
11. Swimming hats **must** be worn for all lessons
12. We strongly recommend that girls wear a one-piece costume and boys wear trunks, **not** shorts. Swim shorts can seriously hamper a swimmer's progression due to the resistance that they create
13. As a member of the Norwich Penguins the swimmers and parents agree to the club's code of conduct. These can be found on the Norwich Penguins website www.norwichpenguins.co.uk Please ensure that you familiarise yourselves with this.
14. Emergency evacuation procedures are displayed on the changing room notice boards, please ensure that you familiarise yourselves with these.
15. Norwich Penguins has a zero tolerance policy on bullying. Details of our equality & diversity policy can be found at www.norwichpenguins.co.uk. If a parent witnesses any form of bullying please report this to the teacher or swim school coordinator
16. To keep the changing rooms clean and hygienic, please remove all out door shoes before entering the pool. Buggies are not permitted in the changing rooms.
17. Please note it is the parent/guardian's responsibility to inform the club of any changes to contact and medical information
18. For safeguarding reasons the club prohibits the use of electronic devices in the poolside changing rooms.
19. Any parent wishing to use an electronic device which has a camera function whilst waiting for their child must leave the poolside changing area to do so.
20. Any individual persistently using such a device within the changing room will be reported to the police.
21. The club reserves the right to remove any individual from a session who is not operating within the instruction of the teacher without refund.
22. If you have any queries please do not hesitate to contact us. Any incomplete payments will not reserve your child's place in the class
23. All members of the club, agree that the information given here, and any subsequently provided or collected, may be held on computer and provided to third parties only in pursuance of the legitimate activities of the UEA City of Norwich Swimming Club and those of the Amateur

Swimming Association. Unsubscribing from the e mail list will result in you not receiving updates from the parent home portal about your child's progress.

Homeportal

- The homeportal will allow you to track your child's progress and make top up payments for your lessons.
- To register for the home portal please click here If you have not yet registered for HomePortal, please [register here](#)
- The home portal advises you of the registered teacher at this lessons at the point of booking, this is subject to change without notice.
- Unsubscribing from the email list will result in you not receiving updates from the parent home portal about your child's progress.

Changing

- Where children are under the age of 8 male parents/guardians shall accompany their child in the male changing room and Female parents/guardians accompany their child in the female changing room. Children over the age of 8 are expected to change in the changing rooms of their own gender and parents to attend the changing rooms of their own gender.

Individual Progression at an individual rate

At the Norwich Penguins we are sensitive and understanding to the fact that everyone develops at their own individual pace. Some stages take longer than others to complete. All parents/guardians shall follow the clubs code of conduct for parents/guardians.

Parents/guardians are also asked to consider their own expectations carefully remembering that where children are involved they are developing individuals and as such should be treated as children not small adults. Parents/guardians are asked to consider what is realistic in their child's development and allow children to make mistakes. Children learn a lot more from mistakes than consistent success.

The club welcomes constructive feedback, however open and destructive criticism from parents/ Guardians directed at children or teachers will not be taken lightly. Please see the link to the video for more guidance: [Magic Sports Kit](#)