

Terms and Conditions

- **No payment, no swim.** Any incomplete payments will not reserve your child's place in the class
- The club operates a **no refund policy** once the course has started.
- A course is the number of lessons paid for at once e.g. 10 lessons.
- When a swimmer changes stage the class time or pool may also change
- Beginners are stage 1-4 and Improvers are stages 5-7.
- Should a child move from one type of lessons to a more expensive type of lessons the difference in balance will need to be paid for the course to continue. The course will expire at the end of the number of lessons originally purchased.
- It may be that through no fault of our own that a pool we hire may be closed. In the event that this may happen your credit will roll onto the next week in the term.
- Parents/guardians are advised that due to the type of pools we use, we are unable to guarantee that parents/guardians will be allowed to spectate at the sessions we offer. For safety purposes guaranteed spectating is only permitted where a spectator gallery is present.
- For term time lessons, there is no swimming on bank holidays or in school holidays.
- To keep the changing rooms clean and hygienic, please remove all outdoor shoes before entering the changing rooms. Buggies are not permitted in the changing rooms.
- 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. In the event of diarrhoea or vomiting children shall only return to swimming 48 hours after the last episode.
- 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 and the contact number provided to us will be used. The handover point is at the entrance to the poolside. Behaviour before and after sessions remains the responsibility of the parents/ carers.
- No bather should enter the shower area or pool area until authorised to do so by the Swimming Teacher.
- No person should enter the water if pool covers have not been fully removed and safely stored
- Parents shall not distract teachers whilst they are in the direct supervision of a session. In an emergency the parent should draw the assistants attention who will alert the supervising teacher.
- Lessons are allocated on a first come first served basis.
- Parents are not required to provide any training equipment (e.g. arm bands or floats)
- All jewelry, including ear-rings must be removed before swimming
- Swimming hats **must** be worn for all lessons
- 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.
- As a member of the Norwich Penguins the swimmers and parents agree to the club's parent code of conduct. This can be found [here](#). Please ensure that you familiarise yourselves with this.
- Emergency evacuation procedure are displayed on the changing room notice boards, please ensure that you familiarise yourselves with these.

- Norwich Penguins has a zero tolerance policy on bullying. Details of our equality policy can be found here [here](#) . If a parent witnesses any form of bullying please report this to the teacher or swim school coordinator.
- Please note it is the parent/guardian's responsibility to inform the club of any changes to contact and medical information as soon as possible via the Norwich Penguins administrator.
- All enquiries shall be directed to the administration team on 01603 984949 or norwichpenguinslts@gmail.com between the hours of 9:30-2:30pm Mon-Fri.
- The club has a no photography policy
- For the reasons of child safeguarding the club prohibits the use of electronic devices with a camera function in the poolside changing rooms.
- Any parent/guardian wishing to use an electronic device which has a camera function whilst waiting for their child must leave the building to do so.
- Any individual using an electronic device with a camera function within the changing room will be reported to the police.
- The club reserves the right to remove any individual from a session who is not operating within the instruction of the teacher without refund.
- If you have any queries please do not hesitate to contact us.

Homeportal

- The homeportal will allow you to track your child's progress and make top up payments for your lessons.
- If you have not yet registered for HomePortal, please [register here](#)
- The home portal advises you of the registered teacher at the lesson at the point of booking, this is subject to change without notice.

Changing Rooms Policy

- Please ensure that male parents/guardians accompany their child in the male changing room and Female parents/guardians accompany their child in the female changing room for children under the age of 8 years. Any child age 8 or above must change in the changing rooms relating to their gender.
- Parents are permitted to be in the changing rooms of their gender for the duration of changing prior to and following the lesson and during their child's lessons. Outside these time periods no parent/guardian or child is permitted to be in the changing rooms.
- Accompanying children are the sole responsibility of the parents/guardians and must be closely supervised by the parent at all times.

Data Processing

- 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 or hosted by third parties third parties only in pursuance of the legitimate activities of the Norwich Penguins, City of Norwich Swimming Club and those of Swim England (hosting third parties include CoursePro – the Club Administration Software Provider; and Hytek – the database software used by City of Norwich SC for Mini Meets).
- The Norwich Penguins holds two lists 1) a marketing list using mail chimp and 2) a list which manages your lessons via course pro. Unsubscribing from the course pro e mail list will result in you not receiving updates from the parent home portal about your child's progress. You can

unsubscribe from either of these lists at any time, however unsubscribing from the second list will mean that we are unable to provide the service of swimming lessons to you.

Data Privacy Notice

Our data privacy notice can be found [here](#)

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.

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](#)

Next Review date - May 2020