

General Terms and Conditions

Whilst the government have relaxed their COVID processes, pool providers do still have requirements in place. Please refer to your pool specific information for individual site terms. These site specific rules shall be applied alongside COVID required procedures for each individual sites. Where conflicts arise - the site specific covid document will preside.

Operational

1. **No payment, no swim.** Any incomplete payments will not reserve your child's place in the class. Lessons are allocated on a first come first served basis.
2. The club operates a **no refund policy** once the course has started.
3. A course is the number of lessons paid for at once e.g. 10 lessons.
4. When a swimmer changes stage the class time or pool may also change
5. Beginners are stage 1-4 and Improvers are stages 5-7.
6. 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.
7. 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.
8. For term time lessons, there is no swimming on bank holidays or in school holidays.
9. Arrive beach ready and in easy on/off clothes and shoes.
10. 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.
11. Sickness and accidents 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, avoid eating a large meal before swimming and ensure that the child goes to the toilet before they leave home.
12. Should a child be ill please follow NHS guidance as to whether they should integrate with the illness that they have. In the event of diarrhoea or vomiting children shall only return to swimming 48 hours after the last episode.
13. A teacher is within their rights to refuse a swimmer admission to the pool with no refund, should they be too ill to swim.
14. 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. Once the child is changed and in the pool waiting in the changing rooms is not permitted, parents must be contactable during the lesson 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.
13. Parents are not required to provide any training equipment (e.g. arm bands or floats)
14. All jewelry, including ear-rings must be removed before swimming
5. 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. Sunsuits can be worn for lessons however please be mindful that this could make going to the toilet difficult for children, especially if the zip is at the back. Norwich Penguins swim hats can be purchased from norwichpenguinslts@gmail.com.

6. As a member of the Norwich Penguins the swimmers and parents agree to the club's swimmer and parent code of conducts. Please click [here](#) and familiarise yourselves with them.
17. Norwich Penguins has a zero tolerance policy on bullying. Details of our equality and diversity policy can be found here [here](#) . If a parent witnesses any form of bullying please report this to the teacher or swim school coordinator.
18. All communication with our team members is done so in a respectful manner. Team members are expected to terminate discussions that are of an abusive nature.
19. 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.
20. 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.
20. The club reserves the right to remove any individual from a session who is not operating within the instruction of the teacher without refund.
21. The club lets swimming pools. All attendees shall follow the rules laid out by the owners of the pool they attend. Specifically Norwich Penguin members shall park in the designated areas, comply with school notices, shall not smoke or take alcohol onto any premises.
22. In the instance of a force majeure the club will decide the appropriate action under the circumstances presented.

Health & Safety

23. 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. Parents are not to obstruct doorways and fire exits.
24. 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 or pool area if pool covers have not been fully removed and safely stored.
25. Parents shall not distract teachers whilst they are in the direct supervision of a session. Enquiries shall be directed to the Administrator in the first instance who can then discuss your concern with the teacher at a safe and appropriate time. In an emergency the parent should draw the assistants attention who will alert the supervising teacher. If you have an enquiry please contact our administrator and they will liaise with your teacher directly out of the pool time.
26. Emergency evacuation procedure are displayed on the changing room notice boards, please ensure that you familiarise yourselves with these at your first session
27. No food or drink shall be consumed on the premises, including alcohol.
28. No glass shall be taken into the changing rooms or pool hall.
29. In the interests of maintaining a healthy pool water quality, outdoor shoes shall not be worn in the changing room or pool hall.
30. Any nappies (swimming or otherwise) shall be taken home for disposal
31. Children shall shower before entering the pool.
32. The club accepts no responsibility for any loss or damage to belongings at our hired premises.
33. Due to the small nature of the changing rooms parents supporting the changing of their child within the changing rooms are requested to wear a face mask and continue to respect social distancing. Where possible please only attend with children who are participating in the lessons. Please continue to observe hand hygiene practise.

Homeportal

34. The homeportal will allow you to track your child's progress and make top up payments for your lessons.
35. If you have not yet registered for HomePortal, please [register here](#)

36.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 & Safeguarding

37.As in all matters concerned with the safeguarding of children, Swim England aims to help clubs establish and develop good practice and help avoid any potential sources of child abuse.

38.The club has a no photography policy

39.For the reasons of child safeguarding the club prohibits the use of electronic devices with a camera function in the poolside changing rooms.

40.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.

41.We have a collective duty of care to ensure that children are safe. If you have any concerns about a child please contact our administrator or welfare officer immediately.

42.In all instances Norwich Penguins hire venues for swimming lessons which have individual male and female changing areas. Where children attend the same school as they have their swimming lessons it may be confusing for children if the changing room policy isn't explained before travelling to your swimming lesson. Please take the time to run through this with your child before their first lesson. Especially if the gender of the parent is different to their child.

43.Male parents/guardians are to 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, irrespective of the child's gender. Any child age 8 or above are to change in the changing rooms relating to their gender, unless they have specific support needs. In this instance you shall liaise with the administrator for an appropriate action plan.

44.Parents are permitted to be in the changing rooms of their gender for the duration of changing prior to and following the lesson. Outside these time periods no parent/guardian or child is permitted to be in the changing rooms.

45.Accompanying children are the sole responsibility of the parents/guardians and must be closely supervised by the parent at all times.

46.The club reserves the right to ask for permission to take photographs for educational or promotional purposes. Should we wish to do this, a request for permission will be made in advance of the session via the club's administrator. You reserve the right to decline permission for this.

47.Parents shall never be alone in a changing room with a child that is not their own.

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Data Processing

51.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 Administra-

tion Software Provider; and Hytek – the database software used by City of Norwich SC for Mini Meets).

52. 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

53. 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](#)

If you have any questions please don't hesitate to contact us.

Next Review date - Nov 2023