

THE LAKELAND SWIM SCHOOL

Terms and Conditions & FAQ

Special Circumstances

Parents are to **STRICTLY** observe Government guidelines on infectious diseases such as coronavirus, flu, Ebola, etc. If you have travelled to an affected country you are required to observe the quarantine procedures without exception. Up to date information can be found here

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

The Lakeland Swim School Terms and Conditions

Classes must be booked and paid for before the first session. Payments are due every 10 weeks and I guarantee you your place in the class every week for that term. Term dates are on The Lakeland Swim School Facebook and webpage Page.

Booking system

The current term's participants are offered 7 days exclusive right to renew for the next term of classes. After this, remaining places are available to the families on our waiting list.

Places are offered on a first come, first served basis. To secure a place in a class, please place your booking online and pay at time of booking.

Once the place is secured, you will be sent an e-mail to confirm your place.

Refunds policy

Refunds are available if you withdraw from class in the following cases:

- If you inform me by phone or by e-mail to louisewatson@lakelandswimschool.co.uk after your first class, but before your second. In that circumstance, I will offer a refund for the remainder of term, minus the class you have attended.
- If you withdraw from classes before the term has started, I will refund you in full.
- After the first week, it will not be possible to offer a refund for the remainder of term unless the place can be filled.
- If you are unable to attend due to illness (including suspected Covid-19, or being asked to self-isolate by NHS Test & Trace) you cannot be refunded due to business costs.

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- **If your class is cancelled due to pool failure, illness or local lockdown (or similar situation beyond our control) you will be refunded for the relevant class missed**

Attending classes

If you are unable to attend your booked class on a regular basis, please talk to me about it. It may be possible for you to transfer to a different class subject to availability.

Can I carry over money from missed classes to the next term?

Sorry, you can't do this, due to small class sizes and business costs, however, if a replacement is found for you mid-term then a refund for the remaining classes will be issued.

Spectators

As there are a limited number of chairs for spectators at the pool, I need to ask for any additional family members/helpers to stay outside of the pool area during the lesson. Of course, they are welcome to come and aid changing etc before and after the lesson. The Hotel welcomes anyone wanting a drink to use their indoor and outdoor facilities.

What you need to wear for your first class:

Please can you make sure that your child has a swimming costume, towel, goggles and optionally a hat. I have found with my girls long hair that a silicone swim hat helps protect their hair from the chlorine, this is entirely optional.

Children's development in class

I hope your child will enjoy class and be thoroughly engaged with the teacher and the other children. As each child reaches a new stage in their development, they start school, have a growth spurt or hormone boost, their swimming progress may plateau for a short time, as they adjust to internal changes. Similarly, as their strokes progress, a strong leg kick can become weaker for a short period as the arms are introduced, similarly for breathing and timing of the stroke. My aim is to teach your children water skills, including the national curriculum recommendation on water safety, a technically good stroke in all four recognised swim strokes and all the basic skills needed for leisure and competitive swimming in a fun and enjoyable environment.

Complaints procedure

I really hope that you will be delighted with your experience of The Lakeland Swim School classes. I am absolutely committed to you finding that your class meets or exceeds your expectations and that you enjoy your classes enough to recommend The Lakeland Swim School to all of your friends!

However, sometimes things might go wrong and I would like to hear about it. Please do get in touch if you have a complaint or concern (or compliment!). I will always do my best to

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resolve any problems as quickly as possible and to everyone's satisfaction. If there is any aspect of the course/classes that you are unsure about, please don't be too shy to ask!

Contact me: • Louise Watson, Tel. 07536175769

Disclaimer:

**For Health and Safety purposes we are required to inform you of the following:
By enrolling in The Lakeland Swim School classes you are agreeing to assume responsibility for overseeing the safety of your child before class and once they have been returned to you.**

The Lakeland Swim School is committed to protecting your privacy. Louise Watson on behalf of Lakeland Swim School acts as Data Controller and Processor; Russell Harrison on behalf of Zebranet acts as Data Controller for The Lakeland Swim School. Both The Lakeland Swim School and Zebranet are registered with the ICO.

The Lakeland Swim School may collect data so that we can respond to your messages, understand your needs and offer you the right class or product. We do this through various means: our website enquiry form, emails, faster sessions, Facebook messages and comments, texts and phone calls.

So if you ask us to contact you, we will do so with relevant information at the relevant times by email or phone.

Zebranet collects data through the BookMyClass registration process when you book on to one of our classes. The Lakeland Swim School will use this data to ensure you are in the correct class as well as to contact you with relevant information. Contact will be via email primarily but also occasionally through phone and/or text if the information is more urgent.

Our communication will be about your agreed class. This could include: booking notice, payment reminder, booking confirmation, venue information, handouts about the class content, notice of cancellations or delays, ordering and fulfilling orders of resources and rebooking for future Lakeland Swim courses.

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When you finish your term/terms with Lakeland Swim courses, correspondence will largely cease.

We will always ask for your consent before adding you to our contact database (consent will be part of your booking process). With consent, we may periodically send promotional emails about fundraising, new products, special offers or other information which we think you may find interesting using the email address which you have provided.

The Lakeland Swim School will keep your data for 7 years unless you specifically request it to be removed from our systems and Zebranet. The Lakeland Swim School will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You have rights relating to our storage and use of your personal data including:

- **The right to be forgotten – where you can ask us to delete all personal data relating to you.**
- **The right to object – you can say no to certain data use such as profiling for marketing purposes.**
- **The right to rectification – you can ask us to have incomplete data completed.**
- **The right of access – you have the right to know what data is being processed and how.**

Please request any of the above in writing to Louise Watson, The Lakeland Swim School Cumbria, 13 Briar Bank, Cockermouth, West Cumbria CA13 9DL. You also have the right to raise a complaint with the ICO if you are unhappy with the way we have collected, stored or used your personal data.

Please inform us of any changes to your contact information so we can keep our records up to date. If at any point, you prefer not to receive any further e-mails, please let me know via the Enquiry Button.

Please can you arrive 5 minutes before your class, this is to ensure that your child has time to change and put their bags onto the shelves. Please can children wait by the entrance area for the previous class to finish.

What you need to wear for your first class:

Please can you make sure that your child has a swimming costume, towel, goggles and optionally a hat. I have found with my girls long hair that a silicone swim hat helps protect their hair from the chlorine, this is entirely optional.

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national curriculum recommendation on water safety, a technically good stroke in all four recognised swim strokes and all the basic skills needed for leisure and competitive swimming in a fun and enjoyable environment. As each child reaches a new stage in their development: they start school, have a growth spurt or hormone boost, their swimming progress may plateau for a short time as they adjust to internal changes. This can also be seen as their stroke's progress, a strong leg kick can become weaker for a short period as the arms are introduced, similarly for breathing and timing of the stroke. This is all part of their swim journey and will continue in this pattern throughout their learning whether its' for leisure or competitive swimming, if you ever have any questions, want to talk through progress or have any concerns please contact me.

