

Swimming Lessons Important Information for Swimmers, Parents / Guardians and Children

Classes

- ✚ Class numbers are projected target figures (from 1 to 15) are not guaranteed. We take 8 bookings but if the situation arises that a teacher is absent, classes will be joined together if considered appropriate. Whilst the Company tries to employ 100% reliable staff, obviously there are times when sickness or accidents happen at the last minute. We do try to get a replacement as soon as possible but in the unusual event of this occurrence we have to put the classes together; the only option would be to cancel the classes, which is not a happy outcome for anyone. In the event that the child is regarded down to a lower group, class numbers may also be affected.
- ✚ Classes are 40 minute time slots with around 5 minutes allocated for registration and debrief.
- ✚ In the unusual event of a pool closure we will offer an alternative date & time. No refunds will be given.

Re-enrolment

- ✚ Children must be re-enrolled on the dates specified by the centre to secure their place for the following term of swimming lessons. It is the responsibility of each parent to know when children are to be re-enrolled. Shoreline Leisure will not personally notify parents or guardians to ensure their child is re-enrolled.
- ✚ Those children who are not re-enrolled by the specified dates will lose their place, and the spaces will be offered to new bookings on the date specified, on a first-come-first-served basis.
- ✚ Re-enrolment cannot be completed, and places cannot be held, until the full amount has been paid. These fees are non-refundable.

Movement

- ✚ Every effort is made by the Swimming Team to provide the best instruction for each child at the right level. The instructors do their best to ensure children move through the levels as soon as they are ready, but this depends on the places available in the next class.
- ✚ Children are booked into the same time; day and level that they currently swim at, your child will be moved depending on assessment results and places available in the next level.
- ✚ If the next class is full, the child will have to remain at the same level.
- ✚ Our aim is to progress the children through the swimming lessons at their own pace, nevertheless, their advancement would be much improved if they swim outside of the swimming lessons.

Available Places

- ✚ Any available places that arise from the rebooking will be released to the public at a date and time specified by Shoreline Leisure.
- ✚ Places are offered in person and over the telephone (only credit/Laser cards will be accepted for telephone transactions), on a first come, first served basis, with full payment. There is no waiting list.
- ✚ Please be aware that the day, time and level you require may not be available.
- ✚ Siblings or relations will not be given priority over other members of the public.
- ✚ Children must be 3 years old by the time lessons commence. Proof of age may be requested by centre staff at time of booking.

Further Guidelines

- ✚ No refunds will be given, only credit notes and only if a medical note is submitted. Please note an administration charge of €10 will apply.
- ✚ Children must shower and use the toilet before entering the water.
- ✚ Bullying in any form will not be accepted in accordance with Shoreline Leisure Centre's Child Protection Policy. Children who misbehave will be asked to leave the lesson. No concession will be forthcoming in these circumstances.
- ✚ Parents/guardians are responsible for children in the changing area. It is not Shoreline's responsibility to look after pupils other than the minute they step onto poolside. If you are away from the changing area please make sure you are back 5 minutes before the lessons end as the children get very distressed if parents are not about and the co-ordinator is looking after the pupils for the next session therefore is unable to be distracted by upset children when parents/guardians are late.
- ✚ If child is leaving the class, its parents/guardians responsible not Shoreline's Team.
- ✚ Parents / guardians are asked not to distract instructors or swimmers during lesson times.
- ✚ Parents / guardians are not permitted on to the pool side during lessons and must remain on site for the duration of the lesson.
- ✚ All children who are not participating must be supervised at all times.
- ✚ Food, drinks, chewing gum and glass containers are not permitted on the poolside or in the changing area.
- ✚ Personal belongings are not to be left in changing cubicles while lessons take place. **Please use the lockers provided.** No responsibility will be taken by Shoreline Leisure, or its staff for lost, stolen, damaged or moved property.
- ✚ We ask all visitors to the leisure centre to be courteous and respectful to all.
- ✚ Diving is not permitted in any area of the pool.
- ✚ Hats must be worn by all swimmers.
- ✚ Jewellery must not be worn or left on the pool side.
- ✚ Use of photographic and video recording equipment is not permitted on site.
- ✚ No discounts are available for more than one booking.