



Happy Tiddlers Terms and Conditions

The following Terms & Conditions form the basis of a Contract between You & Happy Tiddlers Swim School

Please note that we confirm the exact dates and times at the time of booking and in your lesson confirmation email. By making a booking and payment, you are agreeing to our terms and conditions and to attend on the same day and time for the duration of the term.

Please take the time to read through this document carefully: The definitions of words used throughout this document are listed below: -

- 'The Swim School' means Happy Tiddlers Ltd
- We 'Us' or 'Our' means The Swim School
- 'Guardian' means a person other than a parent who brings the Infant / Child to the Lesson
- 'You' or 'Your' means the person(s) accepting this Contract
- 'Course' means a block of 6 lessons running once each week concurrently for child lessons, Adult Lessons are a block of 6 running once a week concurrently. Different courses may have a differing number of classes/lessons.
- 'Classes' or 'Lessons' means a single event lasting a specific amount of time. E.g. Swimming up to 30 minutes, Baby & Adult or Pre-School are still classed as 'Classes'.
- 'Instructor' or 'Teacher' means an Employee provided by The Swim School who shall teach the Lessons
- 'Premises' means the pool at: - Unit E1 Faldo road industrial estate, Barton Le Clay MK45 4RP
- We follow current good practice and take advice from recognised governing bodies such as the Swim England (Swim England) Swimming Teachers Association (STA) and Royal Lifesaving Society (RLSS). Our swim school lessons do not exceed recommended guidelines on staff-participant ratios. In all cases the ratio will not exceed 12:1 and in many cases are much lower than this, especially in beginner lessons.

Our responsibility – All lessons are taught and supervised by fully qualified swimming instructors. We will supervise children only in the pool.

Your responsibility – Children must be accompanied by an adult, who will always remain on site during the lesson. You will always remain responsible for your child whilst on the premises and throughout each Lesson including changing, toilets and using the car park.

Our Guarantee: We guarantee to provide a safe environment in which to assist your child with their swimming. Our lesson will be child led and offer parent and children time and space to enjoy the water and bond together. All our classes will be led by suitably qualified instructors always.

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General Rules:

- A copy of the swim school's public liability insurance policy is available upon request.
- Never leave any children in your care unattended at any time - they are your responsibility. Happy Tiddlers takes no responsibility for unattended children.
- Be careful moving around the pool as surfaces can be slippery.
- Do not enter the water until you are told to do so.
- Do not let your children sit at the pool edge unless directed to do so by the teacher.
- For health and safety reasons no person must enter the pool hall until a member of staff are onsite.
- Safety is our first concern and we reserve the right to remove anyone from the Premises should we feel that safety is in anyway compromised.
- Shoes must be removed, or overshoes worn before entering the changing rooms and poolside.
- Changing facilities are available at The Swim School however in accordance with good practice and Safeguarding regulations, children aged 8 years or over must not use the opposite-sex facility and parents of 8 years or over may not accompany the child into an opposite-sex changing area or toilet facility. If your child / infant is 8 years or over and requires assistance for any reason, please speak with a member of the Happy Tiddler team prior using the facilities.
- Any behaviour which is perceived as threatening or abusive towards staff, other Guardians or anyone at the Premises will not be tolerated. You will be asked to leave and not return. Anyone asked not to return will not receive any refund whatsoever.
- in the interest of the pool water hygiene and health & safety for the children please shower thoroughly and use the toilet before entering the water. Long hair must be tied back and all makeup, sun cream, fake tan, moisturiser etc removed, we also ask that you remove all jewellery before entering the water. We reserve the right to deny entry to the pool to anyone who does not comply with these conditions.
- All children in 'Sharks' classes must wear swim caps

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- We aim to maintain our water temperature at a minimum of 30 degrees, however there are times when the temperature may fall below or rise above this.
- Lessons are up to 30 minutes in duration and run in 6-week blocks, excluding all bank/school holidays unless advised otherwise. We run in line with Central Bedfordshire school holidays.

Baby & Pre-School Swimming Classes:

- Your baby will not be permitted to take part in the lesson unless you or the nominated guardian is able to enter the water with your baby to take full responsibility.
- With the exception of babies' bottles of milk and plastic bottles of water, No food or drink may be taken/eaten on the 'wet areas' of the facility. Except for milk feeds, parents should refrain from feeding their child in the hour before the class.
- All children who wear nappies during the day or night (child must be 'dry' for 6 months before you stop using the 'double nappy system') must wear a neoprene outer nappy, over a suitable swim nappy ('Double nappy System'). If your teacher notices your child is not using the 'double nappy' system you will be asked to leave the pool. If your child is not in the 'double nappy' system and should your child poo in the swimming pool, you could be held financially accountable for any cleaning costs and subsequent closure of the swim centre.
- Any child not suitably attired will not be permitted to take part in the lesson and no refund will be given for this missed lesson.
- You, and the child should not enter the water or approach the pool edge unless invited to do so by the instructor.

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Additional people in pool:

- Where possible both parents will be able to swim with their child (COVID permitting).
- When lots of people are in the pool the children can become distracted and not focus on the lesson, if this occurs any additional parents may be asked to leave the pool.
- You are encouraged to take turns in swimming with your child if you are not able to get in together.

Re-booking:

- You will receive an automated email from Course Pro when you have 2 sessions remaining, and again at 1. Payment is made through the HomePortal. Payment MUST be made before the start of the Last lesson in your block, failure to make payment will mean you will be removed from the register.
- If you are removed from the register, but still want your space, the team will book you back on. This will incur an admin fee of £30 on top of your usual booking fee.

Taking Payments:

- In accordance with the Consumer Contracts Regulations, anyone booking lessons for the first time over the phone, online via credit or debit card is entitled to a 14-day cooling off period.
The 14-day cooling off period commences from the date of payment not the date of the first lesson. People wishing to exercise the right to this must contact us within 14 days of purchase. Refunds will be made back to the original card used for payment. Should lessons have already commenced, the cost of any lessons taken within that period will be deducted from the amount refunded. We ask therefore that you ensure your child is ready for lessons before booking them on.
NB this 'cooling off period' does not apply to top up payments.
- Payment in full is due on the day of booking, you will receive a booking & payment confirmation. We operate a no fee; no swim policy.
- If you are paying by cash, then payment must be received before the deadline stated by the Swim School.
- Accepted payment methods are in full by debit/credit card.
- If payment is not received and we have contacted you addressing non-payment and the outstanding is not paid, we reserve the right to fill your place with another swimmer and therefore lose your place in the Swim School without further notice.

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Photography:

- Photography & video recording is not permitted at the swim centre, this includes poolside and changing rooms.
- Camera enabled devices are not permitted on the designated 'Wet Areas' this includes the spectator platform.
- Should anyone be found taking photographs or video footage they will be asked to stop, should this request be ignored they may be asked to leave the premises. Underwater photography and video recording are not permitted.
- Happy Tiddlers may, on occasion, request to photograph classes for advertising purposes, consent will always be sought before any photographs are taken or used for this purpose

Mobile Phones

- Happy Tiddlers operates a NO PHONE policy. This means you can not use you phone when on our premises. If you receive a phone call you will be expected to leave the building and take your call outside.
If you are seen with your phone in hand, you will be asked to put it away.

Refunds and Cancellations:

- Happy Tiddlers Swim School is under no obligation to refund or transfer any monies if you are unable to attend part of, or the entire course. However, we do understand that children get sick and on occasion you may miss a class – for this reason we operate a discretionary Catch-up policy. We offer this under strict guidelines; please see the specified section below.
- When the pool is closed or we cancel a class for any reason, your credit will roll over, so your balance of lessons will remain the same.
- Should you cancel your place at any time prior to 2 weeks before the course begins, we will refund the full amount of the course.
- If you cancel in the two weeks running up to your course, we will refund the course minus £30 administration charge.
- If you cancel once the course has started, regardless of circumstances we are unable to issue refunds or credits and 100% cancellation fees are applicable.
- If you wish to withdraw your child from the term on medical grounds, then we require a letter from your GP or specialist detailing the nature of your child's ailment

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and confirming that your child has been medically advised not to swim for the period of the relevant term. We also require a formal letter of withdrawal and request for refund from you. Any refund given on these grounds shall be apportioned according to the number of Lessons remaining in the course, from the date of receipt of the doctor's certificate and your written notification. The refund will then be sent to you by the end of your current block of 6.

- Refunds/Credits are not given if your child refuses to get into the water or you change your mind or for missed classes.
- Any cancellations due to force majeure, power cuts, adverse weather, disasters, terrorism, war and pandemics will not be refundable, as these are out of our control.
- Happy Tiddlers reserves the right to cancel/move any class. You will receive prior notice of this change.

Catch ups:

Happy tiddlers are not obliged to offer catch ups for any reason; however, we recognise that children get ill. On these occasions catch ups are at our discretion and based on availability, the following will apply:

- A maximum of 1 catch up will be offered in your current block of 6
- The only the following occasions will be considered as catch-up sessions:
Hospital appointment (proof will be asked for)
Funerals
Long term illness
- Catch ups can only be taken whilst you are an active swimmer, you cannot take catch ups outside of a paid block
- Should you not attend your arranged catch up, Happy Tiddlers are not obliged to offer another catch up
- Catch ups MUST be arranged through Happy Tiddlers, once agreed you will receive an email to confirm.
- Catch ups will not be offered for weekends.
- Happy Tiddlers reserves the right to stop offering catch up sessions at any time

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Holidays:

- If you wish to take a holiday during the course or term, you will still be charged for the full term. You will then retain your place on the course for that term.

Liabilities:

- The Swim School are not liable for any damage or loss to property whilst in the premises (whether being worn or left in the pool/changing rooms) or within the grounds/car park of the premises.
- The Swim School will not accept any liability for any accident or injury (including any fatality) to any parent, child, guest or visitor that may occur on the premises or within the grounds/car park of the premises, other than liability which may arise from the negligence of the Swim School or staff. Any such incidents must be reported to the Swim School immediately via telephoning 01582 883820 or email Hello@happytiddlers.co.uk

Sickness:

All parents / guardians agree with the following:

"As far as I am aware, I have disclosed to Happy Tiddlers all information regarding my child's health and that of all accompanying adults in the water that is relevant to the practice of Baby Swimming; this includes pregnancies for female adult swimmers".

I take full responsibility for the health of myself and my baby and/or child swimmer during swim sessions and will consult Happy Tiddlers if there is a change in medical status."

- If there is a known medical condition for the adult or child swimmer please consult a professional medical practitioner before coming swimming
- Always check with a medical/health practitioner if you require further information on an illness or condition as Happy Tiddlers are not qualified to offer advice in this department.
- Do not take your child swimming if they have an infectious condition –including diarrhoea, Sickness, conjunctivitis or a heavy cold, if you are unsure if the condition is infectious, please consult a medical professional.
- Babies with ear infections should not swim
- You must wait two days or 48 hours after the last loose movement and/or vomiting before going swimming if your baby has suffered from an upset tummy.

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- If there are any changes in the medical condition, either new or existing, of you or your child please inform Happy Tiddlers.
- Refunds or credits are not given for lessons missed due to illness.

Teachers:

- Happy Tiddlers teachers have the appropriate qualification to teach.
- Due to the nature of our style of teaching there may be times when your teacher may need to place their hands on you or your baby/child – this is done to enhance teaching points or practice being instructed. If you have any question regarding this, please contact Happy Tiddlers prior to the start of the class.
- From time to time Happy Tiddlers may need to change teachers.

Pool Closures and Cancelled Lessons:

- On rare occasions pool closures or instructor availability may make it necessary to cancel lessons. Any cancellations due to force majeure, power failure, adverse weather conditions, disasters, terrorism, war and pandemics will not be refundable, as these are out of our control.
- If we need to cancel a lesson, you will receive an email from CoursePro notifying you of the closure. We will also post on 'I'm a happy Tiddler' Facebook group. If the closure is last minute, we may also text the mobile phone supplied by you on your booking form. Please ensure your details are up to date.
- If the pool is closed due to a fault on our part that is within our control; such as pool plant failure, water heating or quality problems, then your balance of remaining lessons will be adjusted to reflect the closure/cancellation.
- If the pool is closed due to no fault on our part, or an event that is not within our control i.e. through a nappy leakage or a child vomiting in the water, no replacement class will be offered.

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CCTV:

CCTV is used at the swim centre for security and safety purposes. CCTV is in operation 24hrs a day, recording during swim times and on a motion detection at all other times.

- CCTV is in place at the premises. Signage is clearly visible advising that it is in use. The CCTV is positioned in 6 places around the building.
- Outside, to monitor who is entering and exiting the building, fixed directly above the pool in three opposing areas to ensure safety.
- CCTV is in operation 24hrs a day, to view in case of damage, security purposes and for any other reason the Directors of the business feel it reasonable to view real time footage for example if malicious damage is suspected.
- A CCTV camera fixed in the plant room to check water levels & alarms, safety, anti-tamper & security purposes.
- A CCTV camera is fixed to the office for security purposes.

Contact / Feedback / Complaints:

If you would like to get in contact with the Happy Tiddlers, please call 01582 883820 or email Hello@happytiddlers.co.uk

We are using Facebook under Happy Tiddlers and a closed group for swimmer only at 'I'm a happy Tiddlers

If you should wish to raise a concern or make a complaint you should initially approach the Instructor if appropriate, otherwise direct an email to the Happy Tiddlers.

COVID19

THESE TERMS AND CONDITIONS ARE IN ADDITION TO OUR TERMS AND CONDITIONS AS STATED ABOVE.

Pool Hire

- 1) Patrons who are displaying symptoms of COVID19, or have been in close contact with someone who has; must contact the centre via phone and are prohibited from entering the centre until they have either;
 - a. Negative COVID19 test result
 - b. Completed 10 days of self-isolation
- 2) All pool hire patrons must be part of an existing bubble

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- 3) Pool hire patrons must keep to their allotted entry and exit time; this allows Team Tiddler 20 minutes to clean the centre before the next 'bubble'
- 4) The full party will shower before entering the pool, no access to the showers will be permitted upon exit
- 5) No food is to be consumed on the premises.
- 6) During pool time, there will be toys supplied on the platform
 - a. No personal toys can be brought to the pool
 - b. The toys in our storage space are not available for use
- 7) No spectators are permitted during this session
- 8) Any breakages or causes of disruption to business hours due to an act of any member of the 'bubble' may incur a charge

Please use the link below to check symptoms:

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

Swimming Lessons

- 1) Patrons who are displaying symptoms of COVID19, or have been in close contact with someone who has; must contact the centre via phone and are prohibited from entering the centre until they have either;
 - a. Negative COVID19 test result
 - b. Completed 10 days of self-isolation
- 2) You must arrive 10 minutes BEFORE your class start time, no earlier
- 3) One adult is permitted per child, no additional spectators are permitted during classes
- 4) Upon entry, everyone should use the hand sanitiser supplied
- 5) You must leave within 10 minutes of the lesson ending, no later, this will be via a one-way system which Team Tiddler will show you on arrival
- 6) All swimmers will shower before entering the pool, no access to the showers will be permitted upon exit
- 7) No food is to be consumed on the premises
- 8) During lessons, a set of toys will be used and then switched for a new set at the end of the class to allow time for cleaning and drying
- 9) All swimmers will need to adhere to the social distancing measures in place at the centre
- 10) All Team members have been trained on COVID19 and Social Distancing and will do everything they can to remain socially distanced from you and your children
 - a. This includes dealing with any first aid issues

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- b. Preservation of life will take precedence, in an emergency situation Social Distancing may not be possible
- 11) Cleaning processes are in place to protect all, if you'd like to see a copy of our Cleaning Policy just ask a member of the Management Team.

Please use the link below to check symptoms:

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

Document updated 10th September 2021

Document updated: 31st July 2020

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