**Parents are expected to:**

1. Complete and return the Health and Consent form as requested by the swim school and detail any health concerns relevant to the child on the consent form. Any changes in the state of the child's health should be reported to the teacher prior to coaching sessions. Please ensure the office has up to date contact details for you and any alternative person.
2. Deliver and collect the child punctually to and from teaching sessions. Please inform a member of the teaching staff if there is an unavoidable problem. lf the provider changes your child's session/lane and changing times, please remember the change is to provide appropriate levels of development and enable your child to progress and should be facilitated and encouraged at all times.
3. Ensure your child is properly and adequately attired for the lessons including all required equipment, i.e. Hats, goggles etc.
4. Inform the staff before a session if your child is to be collected early and if so by whom.
5. Encourage their child to obey rules and teach them that they can only do their best.
6. Behave responsibly as a spectator at sessions and treat swimmers, coaches, committee members and other parents with due respect meeting the ASA commitment to equality, diversity and inclusion.
7. Ensure that no inappropriate language is used within the teaching environment.
8. Show appreciation and support your child and all the team members.
9. Support the club coach and committee appropriately and raise any concerns you have in an appropriate manner.
10. Details of the club Welfare Officer can be found on the "contact us" page of the parent website.
11. Do not talk to the teacher during lessons – if you need to speak to a member of staff please wait until it is appropriate to do so or speak to the supervising member if they are not engaged in delivering lessons.
12. Most of all help your child enjoy the sport and achieve to the best of their ability.

**The swim school will undertake to:**

1. Inform you at once if your child is ill and ensure their wellbeing until you are able to collect him/her.
2. Ensure good child protection guidelines are followed at all times to keep your child safe.
3. Ensure all activities are properly supervised/taught/coached and consent is obtained for any activity outside of that previously agreed.

**The parent has a right to:**

1. Make a complaint to the parent club if they feel the swim school or a member of the school is not acting appropriate to ASA/club laws and rules. Details of how to do this can be obtained from the club Welfare Officer.
2. Make a complaint on behalf of their child to the ASA. Any misdemeanours and breach of this code of conduct will be dealt with by the club.

**General behaviour**

1. Treat all members of the swim school with due respect including:  
   Fellow swimmers  
   Teachers  
   Parents
2. Treat all competitors and representatives from competing clubs with due respect.
3. The use of inappropriate or abusive language, bullying, harassment, discrimination or physical violence will not be tolerated and could result in action being taken through the club disciplinary or child welfare policy.

**Swimming lessons**

1. All lessons last 30 minutes unless otherwise instructed. This includes change over time and is not necessarily the amount of time spent in the water
2. Have all your equipment with you, i.e. Hats, goggles etc.
3. Use the lavatory before session begins and always inform the teacher if you need to leave the pool during the session
4. Listen to what your teacher is telling you.

**Photography**

BHSC may take photos/videos of swimmers during sessions/camps/clinics for stroke evaluation, demonstration purposes or promotional material (in line with our Child Protection Policy) **unless** we are notified in writing by a parent that a swimmer **does not** wish to have their image or likeness of any kind used. Any footage we do take will never be shared with any other company (including Active) without express permission from parents/swimmers beforehand.

**General**

No parents are allowed in the changing area at any time for swimmers over 8 years old, this is in line with our clubs Child Protection policy which can be found online at www.bristolhenleazesc.net. Please refer to the website for guidance on assistance with under 8s in our Swim School sessions

**Session Fees**

Course fees for group sessions or Private (1:1 or 1:2) may vary for each location. For specific details please contact the office directly. A non-refundable deposit must be paid in advance of the session start date along with monthly instalments throughout the season. Swimmers will not be allowed to participate in any sessions if fees are in arrears and will be unable to do so until the owed balance is paid in full. Fees may be paid in accordance with the terms as discussed with the office. Any bank charges we receive for returned payments will be charged at a rate of £20.00

**Cancellations**

Unfortunately, we do not provide any refunds for these lessons unless there are extenuating circumstances - please contact enquiries.bhsc@gmail.com if this is the case

**Medical Conditions and Individual Needs**

BHSC cannot accept responsibility for the medical condition or other needs of any swimmer unless a full disclosure of the details has been made to the office by the swimmer or the parent or guardian of a swimmer when first registering the swimmer for lessons, or following any medical condition being confirmed during a course of lessons after the swimmer has been accepted for tuition.

**Valuables**

BHSC will not accept liability for the loss of or damage to any personal effects brought to any session and you are therefore requested to ensure that no valuable items are brought to the swimming lessons.

**Attendance**

Swimmers, parents, guardians, siblings or all other associates, must observe the venue’s entry rules and respect all other venue rules whilst in the venue. Facility staff shall retain the right to refuse admission. It is imperative that swimmers are on poolside no more than 5 minutes before the commencement of each lesson (unless land warm up is required and as such forms part of The Session) and (in the case of child swimmers) should be collected from the pool no more than 5 minutes after the lesson has ended. No child will be released until they are collected by an appointed responsible adult. No refund or “catch-up lesson” will be offered by either company where a child fails to attend or is refused permission to attend any sessions, unless prior agreement has been reached with The Club

**Teachers**

All of our lead coaches and teachers are ASA or STA qualified and DBS checked although some sessions may have members of the swim club helping in an assistant role, these assistants will always be DBS checked

**Behaviour**

In the event of a swimmer, parent, guardian, sibling or other associate refusing to obey an instruction from a member of staff, behaving in an unruly manner towards a member of staff or any other person, or causing damage to pool premises or any of the furniture fixtures or equipment in those premises, the swimmer shall not be permitted to continue with the lessons. BHSC shall then have the right to terminate the contract without further notice and without being required to offer any credit or refund to the swimmer and the swimmer shall not be accepted for any future course organised by either company. Please refer to Swimmer and Parent Codes of Conduct for further information

**Condition of pool premises**

Whilst BHSC will make all reasonable efforts to ensure that the condition of the pool premises, including the changing rooms, washing facilities, the pool and poolside area are in suitable condition, they do not accept liability for any injury to a swimmer which may be caused by any defect and further advise that any claim arising from such a defect must be addressed to the proprietors of the pool premises.

**Transmission of Infections**

Any swimmer known to be or found to be suffering from any infectious ailment or condition will not be allowed to participate in the lesson and it is the responsibility of each swimmer or (in the case of a child swimmer) the parent or guardian of the swimmer to ensure that the swimmer is fit and well enough to participate. BHSC will not accept liability for any infection passed to a swimmer by another swimmer on the course or in the pool.

**Rules and Regulations**

* Swimmers must shower before entering the pool.
* Swimmers should wear swimming caps, for reasons of hygiene & safety. These can be purchased from the club, please ask your teacher for details.
* No swimmer should enter the Pool Area without a member of BHSC staff being already present.
* There must be no food or drink in any of the pool facilities. Swimmers, siblings, parents and guardians are expected to observe the club’s no smoking policy.
* No outdoor shoes are to be worn on poolside – If you wish to speak to our swimming teacher then please either email or wait by the entry door for the teacher to come to you - no parents are allowed on poolside. This clause is in accordance with the club’s own health & safety policy which allows for no exceptions.
* There must be no recording, filming or photographic equipment including mobile phones with camera facilities used in the club. This is in accordance with club and child protection rules. Please refer to our Child Protection Guidelines available on request or at www.bristolhenleazesc.net.
* BHSC and the pool owners cannot accept any responsibility for any incident that was the sole responsibility of the swimming teacher in charge of the class or lesson in which the incident occurred. Full liability, in such cases, is with the teacher delivering the lesson.
* Full details of Child Protection/Insurance/athlete and parent code of conduct can be found at www.bristolhenleaze.net/policies and should be referred to in the event of any doubt regarding the conditions set out above.