

Little Bubbles Swim Stars

WELCOME INFORMATION & TERMS AND CONDITIONS

Our aim is to help every swimmer achieve the very best they can in a safe, happy, supportive and fun environment.

Children learn best through encouragement, repetition and play, and these methods form an important part of our lessons. Using the Swim Wales Splash and Wave programmes, swimmers develop all four swimming strokes alongside essential water confidence and water-safety skills.

Every child progresses at their own pace. Swimming is a journey, and some skills and Waves will naturally take longer to achieve than others.

Thank you for choosing Little Bubbles Swim Stars.

Please read this information carefully before your child attends. Your support and cooperation help us maintain a safe, positive environment for every swimmer.

Just Keep Swimming!

Before Your Child's First Lesson

An online enrolment form must be completed before your child attends their first lesson. Please visit www.little-bubbles-swim-stars.com to complete the form. The website also contains information about the pool, postcode, parking and other useful information.

Unfortunately, children cannot participate until their enrolment form has been completed.

Please make sure all medical conditions, allergies, additional needs or other information that may affect your child's safety or learning are disclosed to us. We are always happy to discuss how we can best support your child.

What Your Child Needs

- Swimming costume or trunks
- Goggles
- Towel
- Shoes or footwear kept accessible in case of an emergency evacuation

Goggles may also be available to purchase from us. Please have your child changed and ready approximately 5 minutes before their lesson begins.

Safeguarding - Parents Poolside

NO PARENTS OR GUARDIANS ARE PERMITTED POOLSIDE DURING LESSONS.

This is a safeguarding requirement directed by Treorchy Comprehensive School and must be followed by Little Bubbles Swim Stars.

Parents/guardians must, however, remain on the premises and stay close at hand in the changing-room area for the duration of their child's lesson.

A member of the LBSS team will collect swimmers, take them poolside and settle them into their class, 1-2-1 or 2-2-1 lesson.

We understand that leaving a young or nervous child can initially feel daunting. Our experience has shown that children often settle more quickly and concentrate better when parents are not poolside. Where appropriate, arrangements can be discussed with us for a particularly anxious new swimmer or a child with additional needs.

Photography & Mobile Phones

Photography and filming are strictly prohibited within the swimming-pool and changing areas. This includes taking photographs or videos of your own child where other children may be present. This rule exists to protect all children attending our lessons.

Feedback

We aim to keep parents informed about their child's progress through verbal feedback or WhatsApp where appropriate. If you would like a more detailed discussion, please speak to us and we will arrange a suitable time.

For safety reasons, please do not distract teachers during lessons or while they are supervising children.

Treorchy Comprehensive School Rules

Children remain the responsibility of their parent/guardian before being handed over to LBSS staff and immediately after being returned following their lesson.

- Supervise children at all times while on school premises, especially around the car park.

- Use the main car park only. Do not park behind the pool or around school buildings.
- Do not allow children to play on the grass banks.
- No smoking or vaping anywhere on the school site.
- No dogs on the school site, except recognised assistance dogs where permitted by the school.
- Follow any additional instructions issued by the school or LBSS.

Use of the school car park is at your own risk.

Changing Rooms

Parents/guardians must remain close at hand in the changing-room area during lessons.

Please do not leave belongings in changing pods/cubicles once your child has changed, as these are required by the next group.

Personal belongings and valuables are left at the owner's risk. LBSS and Treorchy Comprehensive School cannot accept responsibility for loss or damage to personal belongings.

Please ensure children are appropriately supervised in changing areas.

Group Lessons & Terms

Our swimming terms are calculated around school holidays, bank holidays and planned pool closures. For example, a 12-lesson term means your child will receive 12 scheduled swimming lessons, even though the calendar period may be longer because of school holidays.

If LBSS or the pool has to cancel a lesson, we will make reasonable arrangements to compensate for the missed lesson. This may include extending the term or applying an appropriate credit/reduction. The method used will be at the discretion of LBSS.

If your child is unable to attend because of sickness, holidays, parties, other activities or personal commitments, the lesson is not refundable or automatically transferable. Fees remain payable because your child's regular space and teacher have been reserved for them.

Securing Your Child's Place

A £40 retaining deposit per child is required to secure a regular place.

The deposit is held while your child remains with Little Bubbles Swim Stars. Where applicable, it is refundable when the required notice has been given in accordance with your payment arrangement.

Where a termly payment is due, deadlines will be communicated to parents in advance. If payment or the required deposit has not been received by the stated deadline, we cannot guarantee that your child's space will continue to be held, and it may be offered to another swimmer.

Standing Orders

Parents choosing our standing-order option pay the agreed monthly amount on the 1st of each month. Monthly payments are calculated across the swimming year to make paying for lessons more manageable.

The monthly amount may be recalculated when necessary, including for a new swimming year or changes to the lesson schedule.

The standing order is a payment plan for your child's allocated lessons and does not mean that individual missed lessons are refundable.

If you wish to leave LBSS, please provide one month's notice. Your £40 retaining deposit will be dealt with in accordance with the terms of your payment arrangement.

1-2-1 & 2-2-1 Lessons

1-2-1 and 2-2-1 lessons are regular reserved appointments. Your lesson time, pool space and teacher are specifically reserved for you each week.

Payment

Payment is due on the day of the lesson. Cash is our preferred method of payment, as this makes it easier for us to keep an accurate record of weekly payments.

Cancellations, Absences & No-Shows

Because your regular lesson time and teacher are reserved specifically for you, the full lesson fee remains payable if you are unable to attend, including absence due to sickness, holidays, parties or other personal commitments.

If you know that you will be unable to attend, please let us know via WhatsApp as soon as possible.

Missed 1-2-1 and 2-2-1 lessons are not refundable or transferable, and catch-up lessons are not offered.

Failure to attend without notifying us (a no-show) will result in the full lesson fee remaining payable.

Repeated late cancellations or no-shows may result in your regular lesson space being withdrawn and offered to another swimmer.

Any outstanding lesson fee must be settled before the swimmer's next scheduled lesson unless otherwise agreed with LBSS.

If LBSS has to cancel the lesson and we are unable to provide a suitable cover teacher, you will not be charged for the lesson.

Teachers & Cover

We aim to provide consistency for our swimmers wherever possible. However, teachers may occasionally be absent because of illness, holidays, training or other unavoidable circumstances.

LBSS may provide another suitably qualified teacher to cover the lesson, and prior notification may not always be possible. A change of teacher does not constitute cancellation of the lesson where a suitable teacher has been provided.

A preference for a particular teacher does not guarantee that teacher will be available for every lesson.

All swimming teachers hold appropriate swimming-teaching qualifications for their role and relevant safeguarding requirements. Staff working with children are subject to the appropriate DBS arrangements.

Progress & Moving Waves

Every child develops differently. The speed at which a swimmer progresses through Splash or Waves will depend on factors including age, confidence, attendance, coordination, stamina and mastery of individual skills.

Children will only move to the next level when our teaching team believes they are ready and have achieved the required criteria.

Progress should never be viewed as a race. Our priority is to develop safe, confident swimmers with strong foundations rather than rushing children through levels.

Medical Conditions, Additional Needs & Illness

Parents/guardians are responsible for ensuring their child is fit and well enough to participate.

Please inform LBSS of any:

- Medical conditions or allergies
- Medication that may be relevant
- Additional learning needs or disabilities
- Injuries
- Changes in health or circumstances that may affect swimming

This information enables us to make lessons as safe and supportive as possible. For significant long-term illness or injury, please contact us directly so that individual circumstances can be discussed. Medical evidence may be requested.

Behaviour

We want LBSS to be a positive environment for swimmers, families and staff. We therefore expect children, parents, guardians and staff to treat one another with kindness and respect.

Aggressive, threatening, abusive or persistently inappropriate behaviour towards staff, other parents or swimmers will not be accepted.

LBSS reserves the right to refuse or discontinue lessons where a swimmer, parent or guardian behaves in a way that compromises safety, welfare or the positive environment of the swim school, or repeatedly fails to follow these Terms & Conditions.

Emergency Situations

In an emergency, parents/guardians must follow instructions given by LBSS staff, school staff or emergency services. This is one of the reasons parents must remain on the premises and children's footwear should be readily accessible.

Where emergency medical assistance is considered necessary, LBSS will prioritise the child's immediate safety and welfare and will contact the parent/guardian as soon as reasonably possible.

Communication

It is the parent/guardian's responsibility to ensure LBSS has an up-to-date mobile/WhatsApp number, emergency contact, email address and relevant medical information.

Important information regarding cancellations, pool closures, payments and term dates may be communicated electronically. Please also check our notice boards and social-media updates for current information.

Refunds & Cancellations

Once a term has started, swimming fees are non-refundable, except where LBSS specifically agrees otherwise or where applicable consumer rights require it.

Lessons missed by the swimmer are not refundable.

Where LBSS cancels a lesson, we will arrange an appropriate credit, replacement lesson, term extension or adjustment.

Lessons and payments cannot be transferred from one swimmer to another without prior agreement from LBSS.

Requests to change lesson day/time will be accommodated where possible but are subject to availability and cannot be guaranteed.

Changes to Lessons

Little Bubbles Swim Stars reserves the right to make reasonable changes to lesson times, teachers, class arrangements or other operational arrangements where necessary. We will provide as much notice as reasonably possible.

Contact Us

If you have any questions about your child's lessons, progress, payments or these Terms & Conditions, please contact Little Bubbles Swim Stars.

WhatsApp	07830 132973
Email	nerysmatthewsswim@yahoo.com
Website	www.little-bubbles-swim-stars.com
Venue	Treorchy Comprehensive School Pool

Please ensure you have read these Terms & Conditions and completed the required acceptance/consent before your child begins lessons.

Thank you for trusting Little Bubbles Swim Stars with your child's swimming journey.

JUST KEEP SWIMMING!