

Welcome to Little Bubbles Swim Stars.

Our aim is to help all our swimmers achieve the very best they can.

In a safe and fun environment, children learn best through play and repetition and we utilize both these methods throughout their time with us.

Using the Swim Wales Splash, Wave programs your child will be taught all 4 strokes as well as key water safety skills.

To achieve these aims we will need your support and cooperation in maintaining a safe environment, to do this we ask that you carefully read the pool and school rules listed below.

Treorchy Comprehensive School has directed that no parents are allowed pool side during lessons as a matter of safeguarding.

Thank you for choosing LBSS

Before your child attends their 1st lesson, we ask that you complete our online Enrolment form, this can be found by visiting our website at: www.little-bubbles-swim-stars.com

Here you will also find information on your chosen school pool including postcode and parking Instructions.

Failure to complete the enrolment form means your child won't be able to attend lessons.

On your child's 1st day all they will require is:

a swimming costume and a pair of goggles, we do sell goggles at pool side if you need them.

Please bring a towel and child's shoes pool side in case of emergency evacuation

Treorchy School rules:

Children must be supervised at all times while on school premises especially around the car parks

Do not allow children to play on the grass banks.

All parents to park in main car park, NO parking behind the pool or around school buildings.

No Parents/guardians are allowed pool side during lessons.

NO SMOKING ON SITE

No dogs allowed on site

Pool rules:

NO PARENTS ARE ALLOWED POOLSIDE DUE TO SAFEGUARDING

Please ensure children are ready in their swimsuit 5 minutes before the lesson start

All children will be collected by a member of staff, taken to their group/ 121 session and settled into their class.

Due to school regulations that we as a swim school must adhere to; there are no parents allowed on poolside. Please stay in the changing rooms.

Just to reiterate, this is a mandate from the school, not little bubbles.

We appreciate parents like to see children taking part in lessons and are happy for you to stand in the corridor to watch on your child's first session or pop your head in at any time after that to put your mind at ease. Please be assured that we will look after your child/children as if our own, and ask that you give us a chance to prove to you that this system works.

A positive that has become apparent is that the children from 3 years old settle more quickly into class and are learning in a calmer, more focused environment that benefits them from both a learning and enjoyment perspective.

We aim to give you feedback after each session , either via whatsapp or verbally, and are happy to discuss any issues or queries you may have.

PARENTS MUST STAY IN THE CHANGING ROOMS CLOSE AT HAND

We have found Children learn best when parents are not poolside but are close at hand in the changing room.

Do not leave items in the changing pods as the next group need to use them, prior to your child leaving pool.

Absolutely NO photography or filming in pool area and changing area.

Other information

All terms are calculated to exclude any school holidays, bank holidays etc. So a 12 week term will mean your child has 12 lessons. In cases of unexpected closures, we will either extend the term to ensure your child has the full 12 weeks or reduce the cost of the upcoming term to match the missing lessons. The choice will be at our discretion.

3 weeks before the end of every term we ask for a non-refundable deposit to secure your child's space

for the upcoming term, if no deposit has been received 1 week before term's end your child's space will not be held and it will be offered to the waiting list. Once a new term has begun all fees are non-refundable.

Please check out our notice boards for term dates, upcoming events etc.

If you could like and follow our Facebook page, we can keep you up to date with what's happening

Also, on entering our website www.little-bubbles-swim-stars.com you will be asked to **join our spaces app**. By downloading the spaces by wix app and joining us on there this will enable you to keep up to date with our news

from LBSS.

Other information continued

1-2-1 Lessons.

If you have opted for our 1 2 1 swimming lessons, please make sure payment is received on day of lesson.

Fees need to be paid in full regardless of sickness or holidays this is to ensure we can retain your child's space.

COVID 19.

Please familiarize yourself with our Covid 19 practices, we will be reviewing them in line with government changes.

Terms and Conditions of Course Lessons

- Customers must complete the online enrollment form @ www.little-bubbles-swim-stars.com
- Cash customers must purchase 12 sessions in advance of the first lesson and top up prior to the start of the next course, failure to do so may result in your place in the lessons being lost.
- Standing order payments will incur an initial £35 fee, payments will be calculated from 1st lesson start date until following 1st August. In case of pool closure the lesson, fee will be taken off the next month's fee
- Strictly no refunds are given if you decide to finish once the term has started.

- Lessons are non-refundable. In cases of long-term illnesses or injuries a doctor's note must be produced to cover the absence period. In this case membership of the scheme will be suspended. In these circumstances places are not guaranteed on resumption but priority will be given to these applicants.
- Lessons are not transferable from one person to another.
- Once a term starts, changing of lesson days will be accommodated where possible. This will incur an additional administration fee of £30
- Little Bubbles Swim Stars reserve the right to alter the time of a lesson when necessary.
- In the event of a closure / cancellation every attempt will be made to contact customers as soon as possible. Please ensure your contact information is kept up to date. Cancelled sessions will be credited to the next session or added onto the end of the course.
- We will attempt to ensure the same instructor will be used in each lesson within the Wave/Splash. However, relief instructors may be used without prior notification.
- Swimming ability and speed of progression will vary depending upon the swimmer. All levels (Splash and Waves) are defined by the Swim Wales criteria and will be assessed in line with these criteria.
- Please ensure we have up to date records of your child's medical conditions.
- It is the parent / guardian's responsibility to ensure their child/children are fit and well enough to participate in lessons.
- The use of mobile phones and or cameras to take pictures or make videos is strictly forbidden.
- Queries regarding the lesson program or an individual's progress should be directed towards the pool manager on the day. This may be answered at a later time depending on safety factors at the time on query. Please do not distract teachers during class time.
- Little Bubbles Swim Stars reserves the right to cancel a course and refuse to book a swimmer onto a course if the swimmer / parent / guardian displays unacceptable or inappropriate behavior including failure to comply with these terms and conditions.
- Any new swimmers may need to be assessed prior to commencement.
- All swimming teachers and staff have undergone enhanced DBS disclosure checks.
- Parents / guardians must remain on the premises while their child is in the lesson
- All valuables left in the changing rooms are left at the owner's risk, *LBSS and Treorchy comprehensive school bear no responsibility for losses or damage.*
- Use of school car park is at your own risk, *LBSS and Treorchy comprehensive school bear no responsibility for losses or damage.*
- All swimming teachers are qualified to level 1 or 2 and have received safeguard training.
- Any queries can be directed to nerysmatthewsswim@yahoo.com or Whatsapp

07830132973

- Please go back to main page of welcome letter ,scroll down and sign that these T&C's have been read and agreed to