

AFTER SCHOOL LESSONS

After school—from 4.00 pm on Monday, Wednesday, Thursday, Friday. After school classes are 30 minutes

Class times allow 5 minutes for course administration or for parent consultation.

We do not take pre-school children in the after school lessons unless they are especially competent.

Specific courses may have different times as detailed on flyers and posters e.g. Intensive courses in August.

TERM DATES

Generally, when children are in school, there will be swimming lessons. We run our terms based upon the Somerset LEA school terms.

CLASSES

How Classes are made up

All classes consist of swimmers who, initially, are all of the same ability based upon swimming awards held or parental guidance with complete beginners.

Throughout a long term, some children may progress at different rates to the rest of the group. In this instance, a child may be required to change groups to ensure appropriate teaching.

We do not allow children to move to a more advanced group until they have shown confidence and are able to achieve the required skills and strokes with ease as we have found that this creates problems for both child and teacher.

Changing Sessions

If another after school activity rears, parents may ask to move days. The procedure is as follows: speak to the Scheme Administrator, giving as much notice as possible—a minimum of 2 weeks prior to the end of term. We will attempt to find you a suitable class on your new day—we are usually successful.

As before, if your child progresses quickly or is struggling in their group, we may ask for the child to be moved. We will provide as much notice as possible—but in the latter case it is usually better to move quickly before the child loses confidence.

Waiting Lists

Waiting lists are held at the pool. Forms should be completed and returned to the pool. You will be contacted when a space becomes available.

Should you wish to be removed from the list, please contact the Scheme Administrator.

Swimmer Information

Every child swimmer must have an up to date personal information sheet completed prior to the new academic year. This must be kept up to date as it is the only method we have of contacting you outside term time.

FEES

Charges

- You may only use the scheme if you pay the current fees within two weeks of the start of the session/term. Please do not cause embarrassment by delaying or refusing to pay fees.
- Fees are published and reviewed in April each year.
- Fees are payable half termly in advance. In terms where the half term is less than 6 weeks, the whole term may be payable
- Discount is offered to families who have 3 or more members in the scheme.
- Should you be experiencing difficulty in paying your fees, speak confidentially to the Scheme Administrator and we can usually make arrangements for the fees to be paid in a way which is acceptable to all.
- Cheques made payable to 'Quantock Lodge Leisure Ltd.' and cash are accepted. No credit cards or EPOS.

Retaining Places

In the event of an extended holiday etc. we will retain a place in the scheme if 50% of the fees are paid to cover the time missed.

Swimmers will not necessarily be placed in the same group when they return to the scheme. (see 'How classes are made up')

If you chose to remove your child from lessons and do not pay a retaining fee, we cannot guarantee that there will be a place should they wish to return. We will make all efforts to find a place.

Holidays

Where holidays are taken during term time, fees will be due.

Cancelling Swimming Place

Two weeks notice is required before the end of the half term or payment period for cancellation of swimming place – otherwise fees for the next half term will be due.

Accident/Injury

In the event of a swimmer breaking a limb or requiring hospitalisation, fees will be suspended for an agreed period if the scheme administrator is advised prior to the first missed lesson.

AWARDS

Awards Schemes

During the term time courses, we run the STA and ASA Ducklings and National Teaching Plan awards. Once a swimmer has shown competence three times for each item in the award, an advice slip will be given to the swimmer. Awards can be paid for in reception. Certificates and badges will be given out via the Administrator. This is generally done within two weeks. If you have waited longer, please ask. We will only post certificates and badges if a sae is provided.

Assessment

Initial assessment for complete beginners is usually based upon parental judgement from the Application Form. Children will be placed in classes based upon this. Quantock Lodge Leisure Ltd. staff are qualified to assess children if they are brought to the pool in a public session.

Continuous assessment is carried out by all teachers throughout the term. Parents are welcome to view these assessments at the beginning or end of a lesson period as long as it does not disrupt the class.

Children may become concerned because they have not received an award at the end of each term. As they must complete 10 tasks, three times, it is most unusual for a child to progress more than one or two levels in a year. We can award distance badges and certificates to try to fill this gap, but please be sure to advise your child to check what they have to practise in their recreational swimming sessions in order to progress more quickly.

Lost Property

Lost property is stored in the lobby of the pool. It is generally stored for 6 weeks and after this is sent to charity shops locally.

We recommend that all swimming equipment be named (particularly goggles). A sew in name tape is most suitable for the silicone goggles (around the strap) and biro for the other type.

The following items of lost property are kept in the office: earrings, watches, necklaces, bracelets, other jewellery, shampoo, conditioner and body wash.

Please ensure that all electrical equipment e.g. Game Boys are named as this avoids confrontation and confusion.

STAFF

Teaching staff

All teachers are ASA (Amateur Swimming Association)/STA (Swimming Teachers Association) qualified. All of our teachers are also RLSS National Pool Lifeguards. This is a far more thorough course than the usual Swimming Teacher's Rescue Test.

Whilst your child may have a 'preferred teacher', we cannot guarantee that they will remain with that teacher.

Teacher's Assistants

Teacher's Assistants are used on poolside to provide help and support for teachers. They may be in the water, working with a small group under the instruction of the teacher, or on poolside watching and helping with the class e.g. in deep water situations. The Assistants all have RLSS and ASA qualifications.

Scheme Administrator

The Scheme administrator is available during term time on Monday, Wednesday, Thursday and Friday from 15.45—18.15hrs. The contact phone number is 01278 733750. Outside term time please leave a message and someone will get back to you.

Ensuring that we have contact details avoids lessons being missed and improves communication generally.

Be assured that anything pertaining to your personal information will remain confidential.

FACILITIES

Changing Rooms

We have two changing rooms—for Ladies and Men. The individual changing rooms are communal. We have a private cubicle in the ladies' changing rooms.

Showers are communal with individual showers in each of the changing rooms.

Lockers are provided for your use. A returnable deposit of £1.00 is required.

Clothes are usually placed on hooks or benches. All shoes are left in the lobby area.

We would ask parents to accompany their children at all times in the changing areas as the floors become very slippery when wet.

Boys vs. Girls Changing

The majority of adults accompanying children are women. Therefore the Ladies changing room is used the most. Once the boys are between 6 and 8 years old, they prefer to change in the boys changing rooms. Some mothers/carers are concerned about accompanying their boys into the Men's area. Should there be any disturbance in the Men's area, please feel free to knock loudly on the door, announce loudly that you will be entering, wait a few seconds and deal with any issues that have arisen. Should there be any issue which you feel unable to deal with, please speak to the Scheme Administrator. Carers are responsible for their charges at all times.

Male carers should take small children into the Men's changing room and there is always a good supply of helpful hands who will 'keep an eye' for you when she progresses to the Ladies'.

Children should not be changed on poolside (see Child Protection)

Toileting

Please do not allow your children to urinate in the pool or the showers as it creates unnecessary smells. Please accompany your children to the toilet to ensure that they urinate in the bowl, that the toilet is flushed and that there is no toilet paper on the floor. Older boys should be reminded of 'good toilet habits in the pool' on a regular basis.

Careful use of the toilet area will reduce unpleasant smells and debris.

Baby Changing

We can supply three baby changing mats—2 are held permanently in the Ladies'. One is held in the office for changing on poolside or in the Men's changing room.

Please do not change your infant on the benches—it is not safe and the tiled floor is extremely hard.

Please place all used swim nappies in the bin provided or take them home for disposal or reuse.

You are welcome to take a buggy into the changing rooms on condition that the wheels are clean and it is not an obstruction to other swimmers.

Parking

Swimmers are requested to park centrally in the marked parking spaces opposite the pool. Overflow parking is at the top of the drive and outside the gym/sports hall.

Please do not park where you block access to buildings or access to other parts of the site.

Parking is provided for our patrons only.

Telephone

There is a telephone in the pool office in the event of an emergency.

Mobile phone reception is poor at Quantock Lodge.

HEALTH & SAFETY

Behaviour/Supervision

It is your responsibility to ensure the safety of all guests and siblings of swimmers. Please ensure that you are aware at all times of the whereabouts of everyone you bring to the pool.

We can prevent anyone continuing with lessons if we feel that their behaviour is unsuitable. Fees will not be refunded.

You must show consideration for other people in the pool. We will not put up with rude or abusive language or the threat or use of violence.

You must obey notices and signs on display at the pool. You should read any information on the pool notice boards and make sure that you and any guests you are responsible for, keep to the rules on these notices and signs whilst you are in the pool.

Do not allow your children to play with Scheme toys and equipment as this creates a trip hazard.

We have clearly marked fire exits. If there is a fire or other emergency, you and your guests and children should calmly make your way to the nearest available exit without collecting your belongings.

For safety and hygiene reasons we do not allow foodstuffs to be left on poolside. Please ensure that any rubbish is placed in the bins provided.

We do not allow pets (with the exception of guide dogs) or smoking in any part of the pool or changing facilities.

Clothing

Pool clothing must be suitable for swimming. Bikinis and long shorts are not suitable.

Should you find that you have forgotten your costume, we keep a supply of boys' and girls' in the office which you may borrow.

Entry into the Water

Swimmers must not enter the water without instruction from their teacher.

Grommets

If your child has grommets, please take the advice of your ENT specialist. We have had children swim successfully wearing ear plugs and hats.

Hair

Hair should be tied back at all times whilst in swimming lessons

Hats may be worn, please ensure that they are fitted correctly.

Liability

- Our liability for damage or loss to your property or your guest's property is strictly limited to any damage or loss suffered as a result of our negligence. With this exception, we will not accept liability of your or your guest's personal property brought onto the pool premises or surround. Any property stored in lockers or changing rooms is stored at your own risk and we will not accept liability for it.
- Any vehicle you park in the parking areas and all contents in them are your responsibility. We will not accept any liability for any loss or damage (however caused) to them.
- We cannot accept any liability for any injury or accident to anyone that may happen on the premises or within the grounds of Quantock Lodge other than liability which may arise from our negligence. If you, your guest or child, suffers an injury or accident on our premises you must report the accident or injury and the circumstances under which it happened to the administrator or lifeguard immediately following the accident or injury.
- You or your child must not take part in any physical activity which you may not be fit for. You are responsible for monitoring your own and your child's condition during physical activity. We will not be responsible for any harm you suffer as a result of taking part in any activity unless it is caused by our negligence.

Nappies

All children who are not yet potty trained must wear swim nappies.

Temperature on Poolside

To ensure that the water remains warm, we must keep the air temperature high. We recommend that spectators wear layers so that these may be removed as required.

Verrucas

It is acceptable to swim with verrucas. Please wear clean sandals/shoes to and from the changing room/lobby.

COMPLAINTS PROCEDURE

If you have issues with the Scheme, then your first port of call is either the teacher or the Scheme Administrator. Should you not be entirely happy with the outcome, the Director of Swimming will be your final call.

If you have a complaint about anything in the swimming scheme, please speak to us so that the matter may be resolved. Rumour and gossip may only exaggerate the situation.

Please Note:

The management reserve the right:

- to refuse to accept swimmers onto the scheme without explanation
- remove swimmers from the scheme without refund of fees for misconduct
- Not offer a swimmer a place on subsequent/future sessions/courses

Move swimmers from classes where appropriate.