



## Leys Leisure

Trumpington Road, Cambridge CB2 7AD

Tel: 01223 508986

Email: [sportscomplex@theleys.net](mailto:sportscomplex@theleys.net)

Website: [www.leysleisure.co.uk](http://www.leysleisure.co.uk)

### **Leys Leisure Swimming Lesson Terms and Conditions.**

1. The design and layout of the swimming pool building requires that parents retain responsibility for their children whilst they are within the facility. Leys Leisure Teachers will only be responsible for pupils for the duration of the lesson in which they are participating.
2. If pupils are under the age of 12 parents must remain on the premises for the duration of the lesson, or appoint a suitable guardian. The reason for this requirement being the unlikely event of a medical emergency or building evacuation.
3. Leys Leisure will endeavour to ensure that the same teacher is present for the duration of the course.
4. In the event that a teacher is absent we will in the first instance supply another suitably qualified instructor. If this is not possible then we reserve the right to amalgamate classes if possible, rather than cancel them.
5. The duration of the swimming lesson will be either 30 or 60 minutes depending on the level of the class.
6. We ask that pupils are ready and changed into appropriate swimming attire so that they are ready to start their lesson promptly.
  - The children should wear tight fitting costumes/trunks. Baggy trunks/shorts will not assist your child's progress.
  - Children with long hair should either wear a swimming hat, or have it securely tied back to keep it out of the face.
  - Goggles are optional, however they are strongly recommended – we do not lend goggles, so children will need their own.
7. If a child has been ill with diarrhoea within the 3 days prior to their swimming lesson day then they should not attend lessons.
8. Should an absence result due to a medical condition, Leys Leisure will issue a credit note equivalent to the number of lessons missed, upon receipt of a doctor's note stating the period of time that will be missed due to illness/injury. Please note that we cannot offer a credit note for any other reason/circumstances including holidays.
9. We will progress children through the lessons based on ability and their individual level of progression. Parents may therefore be offered alternative lesson times or levels during the course of the lessons.
10. Parents who have questions regarding their pupil's progress should direct them to one of the swimming coordinators. Parents must not distract the teachers during classes as this could create a dangerous situation.
11. Lessons are booked in blocks of 10 lessons.
12. You will be sent an email when your child has 3 lessons remaining to remind you to rebook for another block of 10. You will get 3 count down emails at the end of the block of lessons. You will have until the start of the final lesson to guarantee your space in the class for another block of 10. At 1 minute past the lesson start time, your child's name will have dropped off the register for the following week, and they may lose their space.
13. Please be aware that payment will be required at the time of booking. We do not take provisional bookings.



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14. We operate waiting lists during the term for all classes, and will contact you when a space becomes available.
15. Car parking is only available at the sports centre; parents must not park in the areas adjacent to the pool or anywhere else within the school grounds.
  - If you are asked to move by any member of Leys staff, please do so.
  - Anyone who is found to be ignoring requests, or who is rude to members of Leys staff will be asked to leave the lesson programme without refund.
  - Please ensure that cars are only parked within the designated spaces.
  - Please note that parking is only available for the duration of the lesson your child is participating in.
  - We do not guarantee that parking will be available for everyone – if there are no spaces available you will have to park off site.
16. Photography is not allowed in the swimming pool at any time during swimming lessons. Failure to adhere to this rule will result in you being removed from the swimming lesson programme without refund.
17. As a school, The Leys has a regulatory requirement that we safeguard all of our pupils against potential risk. Bearing this in mind, please ensure the following:
  - All parents and swimmers should park at the Sports complex, and walk around outside of the school perimeter to the swimming pool (following Trumpington Road and Fen Causeway) – access to the swimming pool is via the Fen Causeway entrance only.
  - You should never enter any building except the Sports Complex and the Swimming Pool
  - You should not proactively engage in communication with our pupils
  - You should ensure that your child does not cause disruption to the running of the school.
  - You should ensure that your child is appropriately dressed when entering/leaving the swimming pool building
18. Refunds will only be given for medical circumstances, and will only be issued if the absence is greater than fourteen days and is accompanied by a medical certificate from a Doctor.
19. From September 2023 we will no longer offer make-up lessons. Any remaining planned absences on a child's account must be used by 1st October 2023. After this date they will be removed from the account.
20. We offer one to one lessons and crash courses during school holidays. The following booking conditions apply:
  - Payment must be made at time of booking
  - Cancellations, unless for medical reasons, need to be made 7 days in advance. We can offer a refund, credit or re-book the lesson on a different date. Cancellations made without 7 days notice will be charged in full.
  - Cancellations for medical reasons should be made with 24 hours notice, when possible.
  - For cancellations for medical reasons made on the day of the lesson, we will offer to re-book the lesson on a different date, subject to availability.
  - A doctors note/medical certificate or other suitable written evidence will be required to support any requests.
21. We value customer feedback and request that any complaints, compliments or suggestions are put in writing. We will provide a written response within seven days.
22. Please put all complaints in writing to the following email address: Email: [sportscomplex@theleys.net](mailto:sportscomplex@theleys.net)

By signing your child up to swimming lessons at The Leys you are agreeing to adhere to the above terms and conditions.