



Swimming Lesson Terms and Conditions

The important information below relates to the swimming lessons that we offer at our leisure sites. Please read these before starting your course.

1. All customers require a FREE 'Just do more' leisure card to join our swimming programme. All courses must be paid for in full, in advance of the first lesson.
2. Once a course of lessons has been paid for, no refunds can be made unless absence is caused by a serious illness which must be confirmed by a doctor's note.
3. Courses of lessons are not transferable from one swimmer to another.
4. The Council reserves the right to cancel a lesson or course at any time. In the event that a lesson is cancelled the swimmer will be credited with the amount for that lesson which will automatically be deducted from the cost of the next course of lessons.
5. The Council will use reasonable endeavours to provide the same instructor for each lesson. However, relief instructors may be used without prior notification.
6. Instructors may change between each course of lessons.
7. Each swimmer must register with the instructor at the start of each lesson.
8. Registration and administration time is included in each lesson.
9. If a swimmer has a medical condition, disability or any additional needs, this must be stated on the enrolment/registration form. Any changes to a swimmer's circumstances must be communicated to the leisure centre at the earliest opportunity to ensure that up-to-date records are maintained.
10. The use of camera or video photography or mobile phones is strictly prohibited at all times within the leisure centre, unless prior approval has been sought.
11. Swimmers should only change in the changing rooms provided.
12. For health and safety reasons long hair should be tied back or a swimming cap worn and jewellery should and not be worn during lessons.
13. All under 8's must have a responsible adult that remains in the leisure centre at all times.
14. The Council will not under any circumstances, accept responsibility or liability in respect of any damage to or loss of any goods, articles or property of any kind brought into or left at the leisure centre.
15. During the standard operation of the swimming lessons, patrons wishing to watch family or friends who are participating must do so only in the designated spectator areas of the facility. Parents of swimmers should never distract the swimmers or the instructor during a lesson.

continued overleaf



16. Queries regarding the lesson programme or an individual swimmers progress can be viewed by registering for our FREE homeportal <http://leisure.ne-derbyshire.gov.uk/leisure>
17. Places will initially be allocated to those swimmers already on the lesson programme. To secure a place for the next course on the allocated class, the customer must remain in credit at all times.
18. All swimmers attending our lessons will receive FREE swimming through the duration of their time with us. Terms & Conditions apply.
19. Class numbers are restricted and set by the Council to ensure a quality teaching environment and are based on the STA Code of Practice.
20. The Council reserves the right only to accept a swimmer into a class being taught at the level appropriate to them.
21. The Council reserves the right to cancel a course and refuse to re-book a swimmer onto a course if the swimmer or their parent displays unacceptable or inappropriate behaviour, including failure to comply with these terms and conditions.
22. If a swimmer or the parent of a swimmer has chosen the wrong course for the ability of a swimmer and an alternative class is offered and not accepted a refund will not be given.
23. Swimming ability and speed of progression will vary depending upon the swimmer.
24. The lesson programme is typically a 48 week continuous programme with a 2 week break at Christmas, 1 week break at Easter and 2 week break throughout the summer holidays.
25. New swimmers can join a course at any point subject to availability and swimmer ability.
26. Swimmers who have achieved all of the outcomes within their current swimming stage will be moved onto the next level/stage at any point throughout a course, subject to availability.
27. Programmed swimming lessons which fall on a Bank Holiday will be re-scheduled for a morning session, normally between 9.00-12.00pm. Customers will be notified of class time changes, through internal posters at reception and our social media outlets.
28. When badges have been awarded by the swimming instructor they will be available along with certificates to purchase from reception. If you have any queries regarding these terms and conditions please contact your local leisure centre.

***If you have any queries regarding these terms and conditions
please contact your local leisure centre.***

Swimming Lessons are on
twitter @nedDCswimstars



DRONFIELD SPORTS CENTRE, Tel: 01246 217217
ECKINGTON SWIMMING POOL, Tel: 01246 217481
SHARLEY PARK LEISURE CENTRE, Tel: 01246 217277
Visit www.ne-derbyshire.gov.uk/just-do-more

