

Tadpole Swim School Terms and Conditions



Baby, Toddler, Children and Adult Terms & Conditions (Agreement). The following Agreement applies to all parents or guardians (you) of any baby, toddler or child, and to all adults (you) attending swimming lessons/water sessions organised by Tadpole Swim School (we, our or us).

Acceptance of this Agreement

· We are Tadpole Swim School.

· Correspondence Address – Base Bordon Innovation Centre, Broxhead House, 60 Barbados Road, Bordon, GU35 0FX. Telephone number 01420481239. Email: admin@tadpoleswimschool.co.uk

· If we need to contact you, we will do so by mobile or landline or by writing to you at the email address you have provided us with. If you have any changes to your contact details, it is your responsibility to inform us please.

· A contract under the full terms of Agreement will exist when payment is made by you to us in full.

1 CHILD SAFETY

Parents/guardians are responsible for their children at all times. That responsibility extends from inside the swimming pool area, changing and entrance areas to the car park and all outside areas. Children must always be under your direct supervision and never be left unattended. Parents must remain in the vicinity when their child is swimming.

Children with special needs are always welcome at our pools. We do not however employ specially trained staff and therefore cannot be held liable for the care of such children beyond the teaching of swimming techniques.

Parents/guardians must inform us prior to the start of a lesson if there are any concerns with either your own or your children's welfare or safety.

One adult per swimming child is allowed to spectate in our classes. Please can we ask that spectators only enter poolside two minutes after the class has started and vacate the building two minutes before the end of the class to ensure that poolside does not become too crowded. Please can spectators keep noise to a minimum whilst watching lessons to prevent disruption.

2 CHILD PROTECTION

Every member of staff at Tadpole Swim School has the duty to act if they suspect a child may be suffering from abuse or if a child, parent or guardian makes a disclosure about abuse. If you have any questions, complaints or concerns regarding child welfare, then please contact us immediately. Any concerns about a child or vulnerable adult in Tadpole Swim School should be sent to: admin@tadpoleswimschool.co.uk.

3 ZERO TOLERANCE POLICY FOR ABUSE

Tadpole Swim School expects all students, parents and guardians to behave in an acceptable standard at all times. We reserve the right to exclude anyone who fails to meet this standard.

We do not tolerate discrimination or bullying of any kind. Every one of our students, teachers, other members of staff, parents and guardians deserve to be treated with respect, regardless of their age, gender, racial origin, disability, religious beliefs, sexual orientation, economic background or level of ability.

We operate a 'zero tolerance policy for abuse. Any verbal or physical act of aggression made by you or your children to either us or any other people on the premises will result in the immediate exclusion of this person from the swim school. If the matter is deemed serious enough, the relevant authorities i.e., the police, may be contacted. We also have the right to immediately cancel this Agreement and you will receive no refund for unused lessons.

4 RE-BOOKING

Halfway through your term, you will be sent your re-booking newsletter via email, which will include your invoice for the following term. You will need to pay for your child's place by the date stated on the invoice in order to retain their space. Failure to make payment by the deadline will result in your child's place being released. There is a re-booking window of up to 2 weeks, during which time you will have the opportunity to change the course or day, make payment for the new term or cancel your place for next term.

Your class time and teacher will remain the same wherever possible, although this cannot be guaranteed. Exceptions for this are if your child is ready to move to the next stage or if there aren't enough children in your class for it to continue. In this case, we will contact you directly to offer an alternative class. You will receive confirmation of your new term the week prior to it commencing.

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5 PAYMENTS



Payments can be made in the following ways:

- PayPal: Payment needs to be transferred to: admin@tadpoleswimschool.co.uk
- Card (Visa or Mastercard): Please use the link on your invoice or contact the office on 01420 481239 to process this

6 CANCELLED CLASSES

In the event of your lesson having to be cancelled, we will endeavour to contact you at the earliest opportunity, by text message (or a phone call for those messages that haven't been delivered). We will also follow up with an email, where possible. It is your responsibility to ensure we have your correct contact information please. Should you have a cancelled lesson, we will offer you an alternative class. Once you have booked onto an alternative session, we will not be able to re-arrange or re-schedule this, should you not be able to attend post confirmation of booking the lesson. Should you not be able to attend any of

the alternative options we offer, and you confirm this at the initial point of emailing, we will issue you with a credit to be used towards future terms, which will be valid for six months post application. We shall not be held liable for any losses of any kind incurred because of such lesson cancellation.

If we are subject to a force majeure event, we shall not be in breach of this Agreement, providing that:

- o We promptly tell you of the nature of the force majeure event causing our failure or delay in performance.
- o We have used all reasonable endeavours to mitigate the force majeure event and to resume our obligations under the terms of this Agreement as soon as reasonably possible.
- o Force majeure event to include but not limited to the following: Fire, flood, compliance with any law, acts of God, terrorist attack, local, national or international disease, failure of utility service (e.g., electricity, gas, water, oil), war, sonic boom, explosion, accidental damage, labour disputes, collapse or partial collapse of building structures.

7 REFUNDS

Once a 100% payment has been made, should you decide to cancel your course more than seven days in advance of the start date, we will issue you with a course refund, minus an £35.00 administration fee. Cancellation requests but made in writing and received within our office hours a minimum of 7 days before your termstart date.

Once a 50% payment has been made, should you decide to cancel your course more than seven days in advance of the start date, we will issue you with a course refund, minus an £35.00 administration fee. If you neglect to pay your final instalment an £35.00 administration fee will be deducted unless it falls within the seven days before your start date of which no monies will be refunded or credit note will be issued.

If you choose to cancel seven days or less before your start date, no refund or credit note will be issued. We regret that we are unable to offer any alternatives for missed lessons.

8 MISSED LESSONS

Tadpole Swim School does not offer catch up classes, credits or refunds for missed lessons.

Should your pool / class need to be placed temporarily on hold, your term dates will be postponed and rescheduled once classes can recommence. Please note, that no credits or refunds for the rescheduled classes will be provided.

9 CLASS SWAPS – WITH EFFECT OF SPRING TERM 2026

Our class swap policy allows you to swap into an alternative lesson if you are unable to attend one of your scheduled classes due to a **pre-planned absence**. Examples include holidays or pre-booked events.

Class swaps are offered at our discretion and are only available when your request meets the terms and conditions below. Swaps are sustainable only when your child's place is freed in advance, allowing it to be offered to another swimmer.

9.1 CONDITIONS OF CLASS SWAPS

- A maximum of 3 class swaps per term can be accommodated.
- All swap requests must be submitted by email to: admin@tadpoleswimschool.co.uk
- Swaps must be requested, booked, and confirmed by Tadpole Swim School at least 48 hours before the missed lesson.
- Our office hours are Monday to Friday, 9:30am – 3:00pm. All swap requests and confirmations must fall within these hours, so please plan accordingly.
- It is your responsibility to ensure your swap has been successfully booked. If you do not receive a response, you must follow up with the office.
- Any suitable available class may be offered, across any pool, day, time, teacher, or location.
- If you miss a confirmed class swap, we are unable to offer a further alternative lesson.



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- Swaps can only be arranged up to 4 weeks in advance of the lesson you wish to change, and all offered dates will fall within a 4-week window from the date your request is emailed in, provided they are within the current term.
- All swaps must take place within the same term and cannot be carried over to future terms.
- Swaps for a new term may be requested once class confirmation has been received.
- Once you have your class swap confirmed this cannot be altered or reverted back to your original class.
- A swap for a private lesson cannot be facilitated; however, a swap into a group lesson may be offered if appropriate.

9.2 ILLNESS

Class swaps are intended for **pre-planned absences**. If illness prevents your child from attending, a swap may only be offered if your request meets the same requirements outlined above. Unfortunately, if illness occurs outside of the stated timeframes, we are unable to offer a swap.

9.3 IMPORTANT

Please remember that you have committed to your booked class time. Class swaps are an added benefit, not guaranteed, and hold no financial value. If the options offered are not suitable, we will be unable to arrange further alternatives.

Class swaps are only possible by freeing your child's place in advance and in line with the requirements stated above.

10 HEALTH AND SAFETY ON OUR PREMISES

10.1 HAPPY NAPPIES / DISPOSABLE NAPPIES AND CHANGING

Beginners, Tadpoles and Frogs:

- Our Beginners, Tadpoles, Little Frogs and Big Frogs **must** wear an appropriate pair of **SplashAbout Swimwear**, along with a disposable nappy or liner underneath, if they have not been successfully potty trained for at least three months. Under no exceptions will a swimmer in a Tadpole or Frog be able to swim without wearing either a Happy Nappy, Happy Nappy Duo, Happy Nappy Wetsuit, Happy Nappy swimsuit, Happy Nappy sunsuit or Happy Nappy Jammers. The SplashAbout Warm In One is not sufficient on its own and should have a happy nappy worn underneath. These products can all be ordered through the Tadpole office and posted to you or delivered to your class for your convenience.
- You will be refused entry to the pool if your child is not wearing one of the above stated SplashAbout products.
- All babies must be changed on the floor, using a suitable changing mat.

Toads:

- We highly recommend that Pre-School Toads under the age of four wear an appropriate pair of SplashAbout Swimwear. If they are not potty trained, this then becomes compulsory.
- For Toads classes, provided your child is fully toilet-trained, they will not be required to wear any SplashAbout swimwear.

10.2 ONSITE AND CHANGING

No Pushchairs or Car Seats are to be brought into any buildings, including lobbies.

Only essential items needed to swim should be brought to the pool.

No disposing of any nappies at the venue please (swimming ones or otherwise). All nappies need to be taken home with you.

Strictly no eating or feeding on the premises please. No food should be brought on site.

SplashAbout Swimwear must be worn for all Tadpoles and Frogs. If you do not have one with you and are unwilling to purchase a new pair from our pool stock, you will not be able to swim. Unfortunately, we are not able to lend any swimwear / hats / goggles etc. Please only utilise the designated pathways around our pool sites.

Please remove all outer footwear before entering changing rooms and pool side (blue overshoes may be worn, if available).

Please note that no glass or talcum powder are allowed on poolside or in the changing rooms.

Smoking is not permitted anywhere, including the car parks, in any of our sites.

No pets are allowed on any of our sites, which includes the car parks.

When waiting for your lesson to start, we ask that you keep noise to a minimum so as not to disturb the active lesson.

10.3 POOL SAFETY

You must always follow pool procedure and instructions by us. Tadpole Swim School reserves the right to ask anyone to leave the swimming pool building at any time, and for any reason.

Swimmers should not eat for at least an hour prior to swimming.

You must not enter the water until you are invited to do so by a member of the team.

At no time should any babies or children be left on poolside, in the changing rooms or on the premises without your supervision.

At no time should any adults, children or babies run in the changing rooms. This includes babies crawling, as the floor may be wet, and they could slip.

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10.4 HYGIENE



Hygiene must be followed upon entering the building. Please shower both you and your child before your lesson, where feasible. Wash all body lotions; perfumes etc. off before entering the pool, as this can affect the water quality. There must be no food or drink (other than water) to be consumed whilst on any of the premises.

11 MEDICAL CONDITIONS

If either the carer or the child has any known medical conditions prior to the beginning of your class, you will need to inform the office at the point of booking. Should either of you develop a condition once the course has commenced, please inform the office prior to attending your next lesson.

12 ILLNESSES

It is not wise to bring your child swimming if they or you are suffering with anything more than a mild cold. Please consider the other children in the class as well as your own. Please do not bring your child swimming if they have any of the following: Covid-19, ear infection, chicken pox, diarrhoea, vomiting, hand, foot & mouth, impetigo, chest infection, conjunctivitis or a severe cold.

You must leave it 48 hours before entering the pool if you or your child has had any sickness or diarrhoea.

In rare cases, we may ask you for a doctor's letter confirming it is safe for you or your child to swim. If we have any concerns prior to the lesson starting, we may refuse you or your child to swim.

Refunds or credit for future lessons are not given for lessons missed due to illness.

13 PHOTOGRAPHY

We do allow photographs to be taken of your child during their swimming lessons at your teacher's discretion. Please be sensitive to others in your class and make sure that you only take pictures of your child.

Under no circumstances can underwater cameras be utilised during our lessons.

14 JEWELLERY AND VALUABLES

We ask that you remove all jewellery when in the pool (except a wedding band) and we request that children do not wear any jewellery in their lessons too. Should they wear earrings that are not able to be removed, they must be covered by tape for the duration of the lesson. Children will not be able to swim unless their stud earrings are covered / removed. Children will not be allowed to enter the pool with amber beads around their neck, or wrists. These rules are for the safety of both you and your child.

Any property left in the changing rooms, on poolside, in the entrance, corridors or outside (including prams) are your responsibility and left at your own risk. Tadpole Swim School accept no responsibility for items lost or damaged.

By enrolling onto a course with Tadpole Swim School, you are accepting and agreeing to abide by the above terms and conditions.