

NINJA-SWIM - WHAT YOU NEED TO KNOW

We aim to provide safe, quality swimming lessons that build confidence and ability, using excellent qualified ASA swimming teachers at all times.

SIBLING DISCOUNT AND RE-ENROLLING

Parent's enrolling/re-enrolling 2 children will be able to enrol the 3rd and subsequent siblings at half price.

To qualify all children must swim during the same term. We will always take into consideration any time/teacher request however it is not possible to grant all requests.

CANCELLATION by us or you.

If you cancel over a week before the start of the course then you will get a full refund if you had paid. If you cancel your place within one week before the start of the term begins we shall refund your money minus an administration fee of £20.00. If you cancel your place during term time then no refund shall be forthcoming unless there are extreme circumstances.

On occasions lessons are cancelled and whenever possible we will make up the lessons. This may mean an extra lesson is added at the end of term or during a holiday. However, if this is not possible then credits will be added to your account per lesson, or a refund given in the event of you not returning to lessons.

See also 'sickness'

REFUNDS AND CREDITS

Refunds and credits are considered for medical reasons causing absence for three or more consecutive weeks. Refunds or credits are not given for non attendance of any advertised lesson date due to pupil holidays etc. **We are not obliged to arrange alternative lessons for any child who has been unable to attend their usual lesson due to holidays or outings but we try our best to do so.**

See also 'sickness'

SICKNESS

If your child is sick you do NOT need to let us know, if they are likely to miss lessons for longer please keep us informed.

Refunds and credits are not given for short term sickness. Refunds or credits for a longer term sickness are considered on an individual basis. Children must not swim if they have had any signs of stomach upset and sickness in the family.

PRE-SWIM ROUTINE

All pupils must visit the toilet before they enter the swimming pool.

Please ensure your child has had a small snack and NOT a big dinner upto an hour before they swim. (Sickness in the water means we have to close the pool for cleaning before it can be re-used.)

Please DO NOT use talcum powder in the changing rooms as it ruins the flooring.

NO SNACKS poolside or in the changing rooms please, this helps us keep the pool safe and clean for everyone.

CLASS SCHEDULES

Class schedules are re-planned each term after teacher assessments have been completed. Class changes are for the benefit of the children to enhance their learning. This may involve a change of time and/or teacher each term. During the first two weeks of term the teachers reassess the classes to ensure they are balanced, changes will be made after the second lesson of term and is done only if the swim team feel they are appropriate and/or necessary.

DISCIPLINE

Our teachers all work from the same company programme which includes dealing with behavioural issues. The teachers should never shout at the child and will explain to a disruptive child why their behaviour is inappropriate. They may ask the child to sit on poolside for a short time while explaining a task and then bring them back into the group. We must however reserve the right to remove from our lessons any child that causes disruption or compromises safety of themselves or others. Safety is our biggest concern, not only of your child but others in the class too.

SPECIAL NEEDS

Our staff are very experienced in working with Special Needs and Disabled children. Ninja-Swim integrates these children into our regular classes. We recommend specialist teachers once your child can be taught with the teacher out of the water. We, sadly, must however reserve the right to remove from our lessons any child that causes disruption or compromises safety regardless of disability, special need or otherwise. Safety and well-being at all times is our paramount concern.

PHOTOGRAPHY

In the interest of child protection no photographic equipment is to be used within the pool building without the PRIOR permission of the swim team AND all parents.

Occasionally the swim team will ask your permission to take photographs for marketing purposes but permission will be sought beforehand and sensitivity is always observed with the images use. If you are uncomfortable with this in anyway that is absolutely fine, please let us know.

COMPLAINTS

If you have any complaints at all about our lessons, staff etc. please telephone us as soon as possible. We really hope you have no cause for complaint but we are very happy to hear ways in which we can improve so please let us know how we can do that.

You may speak to Mia Monroe on 07802 478515
or Ken Carstairs on 07810 720829
or drop us an email on NinjaSwimHQ@gmail.com