

Stewarts Swim School

Terms and Conditions

Welcome to Stewarts Swim School. These Terms and Conditions are designed to ensure the safety, well-being and enjoyment of all participants. By enrolling in our swimming lessons, you agree to abide by the following terms and conditions.

1. Enrolment

- 1.1** All children must be registered and enrolled before attending classes.
- 1.2** Enrolment begins three weeks before the end of each term.
- 1.3** Payment must be made before the last class of each term begins.
- 1.4** A place for the next term is secured only when payment is received.
- 1.5** A place can only be retained in the same group, on the same day and at the same time. To request a transfer of day or time, enquire at reception regarding space and availability.
- 1.6** Children may progress to the next stage after they have been assessed and approved by a Stewarts Swim School instructor. Waiting lists may apply, and movements are subject to availability.
- 1.7** Stewarts reserves the right to refuse or cancel enrolment at its discretion, particularly if a participant does not meet the programme requirements or expectations.
- 1.8** Prerequisites include that children must be at least four years old, be able to take instruction from teachers, participate in the class independently of parents or guardians, and behave safely.
- 1.9** Water Wonders classes operate differently and require parents or guardians to be in the water to provide support.
- 1.10** Stewarts Swim School will endeavour to be inclusive and make reasonable accommodations where possible, or suggest alternative options for more individual needs.
- 1.11** Stewarts Sports Centre is committed to Sport Ireland's Sport Inclusion Disability Charter.
- 1.12** Payment of the term fees confirms that you have read and accepted these Terms and Conditions.

2. Payment and Fees

- 2.1** Fees must be paid in full at the time of enrolment. Payments should be made through the HomePortal on our swim school software system, CoursePro. If there are issues, payment may be made by card at reception. There are no additional charges for debit or credit card payments, and we do not store payment card details.
- 2.2** Customers must raise any payment issues with a deck manager before the enrolment deadline.
- 2.3** Fees are non-refundable except in exceptional circumstances and at the discretion of Stewarts Sports Centre management.
- 2.4** If payment is not received by the due date, your booking may be cancelled and your place may be offered to another participant.

3. Cancellation and Refunds

- 3.1** If you need to cancel or withdraw from lessons, please notify us as soon as possible by email at SwimSchool@stewartscare.ie.

3.2 Refunds are issued only in exceptional circumstances, such as medical reasons, and at the discretion of Stewarts management.

3.3 No refund will be given for missed lessons unless a cancellation request is made and approved in writing in advance by emailing SwimSchool@stewartscare.ie.

3.4 If Stewarts cancels a class, for example due to instructor illness, weather conditions or unforeseen circumstances, a make-up class will be offered or credit will be applied to your CoursePro account.

3.5 If a swimmer misses a class or cannot attend, they cannot attend another class as a make-up lesson.

4. Class Availability and Scheduling

4.1 While we strive to maintain the schedule, Stewarts reserves the right to modify class times, combine groups or change instructors if needed.

4.2 If a class is cancelled, we will notify you as early as possible by email and arrange a make-up session or provide credit.

4.3 Class sizes are limited and spaces are subject to availability. Places can only be secured through payment. If payment is not received, your place may be offered to customers on the waiting list.

5. Assessments and Swimmer Progress

5.1 Assessments are carried out continuously. Once a swimmer has demonstrated all skills to the required standard, they will achieve a grade of 100%.

5.2 Only after achieving a grade of 100% is a swimmer eligible to move to the next stage.

5.3 Stewarts cannot guarantee an immediate place at the next level after a swimmer has achieved 100%. Swimmers can be added to a waiting list for the desired class and may need to remain in the same class until a space becomes available. Customers progressing to the next stage will take priority and will be notified when a space becomes available. Once notified, the space can be held for a maximum of 48 hours before being offered to others.

5.4 If a swimmer decides not to continue or enrol while waiting for the next level, their place cannot be held and they will no longer take priority on the waiting list.

5.5 Progress varies for each swimmer and progress each term is not guaranteed.

5.6 For best results, swimmers need to be comfortable in the water and able to follow instructions for the full class.

5.7 At beginner stage, practising water confidence at home is highly recommended and may support progress.

5.8 If a child is afraid and will not enter the water after three weeks, we may advise discontinuing lessons for the remainder of that term and a refund will be offered.

5.9 Swimmers who are unable to focus or engage with instructors for the full class may progress more slowly than others.

5.10 Poor or low attendance will hinder progress. High attendance is important for children's progress.

5.11 Children progress at different rates and at different stages. They do not spend an equal amount of time in each group.

5.12 Protecting the dignity of all swimmers is essential and, in some cases, management may need to intervene and change a child's class.

5.13 Parents should not interfere or attempt to teach their child while lessons are taking place. Children need to focus fully on the teacher.

6. Conditions of Booking

6.1 By enrolling, you confirm that there are no physical or mental health conditions that would affect participation, unless disclosed at the time of enrolment.

6.2 If there are medical concerns or special needs, please inform us before booking. If this information is not provided and we later become aware of a health issue, Stewarts reserves the right to assess the situation for the safety of all participants. If your child is removed from the class because relevant health information was not disclosed, no refund will be issued.

6.3 Stewarts Swim School Water Wonders classes provide a programme for children who require one-to-one support or have a Special Needs Assistant assigned to them during school. Support in the pool must be provided by a parent, guardian or designated adult. Stewarts Swim School cannot provide additional support in the pool. Please contact us for further details.

6.4 Water Wonders classes are swimming lessons and are not intended to be used as a quiet family swim. If your child does not engage or take instruction from teachers, an alternative swim time may need to be offered as spaces are limited.

6.5 Stewarts reserves the right to change the day and time of classes, combine groups or change instructors as necessary.

7. Class Attendance and Preparation

7.1 Please ensure that your child arrives on time and is prepared for their lesson. Bring the following:

- Appropriate swimwear, such as a swimsuit or shorts
- Swim hat
- Sliders or Crocs for corridors and poolside; no outdoor shoes
- Towel
- Swimming goggles, optional but highly recommended

7.2 Swimmers should not enter the changing room more than 10 minutes before the class start time and should take no longer than 20 minutes in the changing rooms after the class finishes.

7.3 No bags or personal belongings should be left in cubicles. Please use the lockers available or bring bags with you.

7.4 Children may enter the pool bank only when called to their class by the instructor. Parents, guardians or designated adults must supervise children at all times.

7.5 Parking in the Stewarts Sports Centre car park is not guaranteed. If the car park is full, the overflow car park in Waterstown should be used.

7.6 Under no circumstances should anyone park on double yellow lines, footpaths or designated accessible parking spaces without a permit.

7.7 The outcome of any swim term depends on the participant's effort and cooperation. No specific result is guaranteed by any instructor.

7.8 Parents or guardians are not allowed on the pool deck during lessons and should wait in the spectator area.

7.9 If you require family changing rooms or accessible rooms, please make the request at the time of booking so management can review and plan as needed.

7.10 Stewarts reserves the right to modify the swimming programme at any time without prior notice and to amend these regulations. Participants who do not adhere to the Terms and Conditions may be removed from the programme without a refund.

8. Safety and Supervision

8.1 Children must be supervised by a parent, guardian or designated adult in all areas at all times, including changing rooms, reception, the car park and all other areas on the premises.

8.2 The Stewarts gym is strictly for gym members only. Children are not permitted to enter the gym, even if accompanied by an adult member.

8.3 Stewarts staff have an obligation to protect the health, safety and welfare of all children and will conduct themselves accordingly during lessons. Stewarts Swim School instructors will create and maintain a safe environment while delivering structured lessons.

8.4 For safeguarding reasons, phones and cameras are prohibited in changing rooms.

8.5 Photography and video recording are strictly prohibited in the spectator area and anywhere else on the premises.

8.6 The child's date of birth must be entered accurately during enrolment for safety reasons.

8.7 Bathroom breaks: Children may occasionally leave the class to use the bathroom. Once a child leaves the class, Stewarts Swim School is no longer responsible for supervising the child during that time. Parents or guardians are responsible for ensuring that their child can leave and return to the lesson safely and independently. If the child cannot do so independently, a parent or guardian must wait near the poolside door where they can see the child for the duration of the lesson. Stewarts will not be held liable for incidents occurring while a child is outside the designated lesson area.

8.8 Teachers may need to physically support children to help with technique or for safety reasons.

9. Health and Medical Information

9.1 Parents or guardians must disclose any medical conditions, allergies or special requirements during enrolment.

9.2 If your child has an illness or injury that could affect participation, please inform us before the next lesson. Stewarts reserves the right to refuse participation if we believe a child's health or safety may be at risk.

9.3 If your child is unwell or has a contagious illness, please do not attend lessons until they have fully recovered. For gastrointestinal infections or diarrhoea, swimmers must wait 48 hours after symptoms have passed.

9.4 Swimmers should not enter the pool with open wounds.

10. Code of Conduct

10.1 All participants and their families must adhere to the Stewarts Swim School Code of Conduct, including showing respect for others and behaving appropriately in and around the pool.

10.2 Disruptive, unsafe or disrespectful behaviour may result in removal from the class and future participation may be reviewed.

10.3 Running and horseplay are not allowed in the pool or on poolside.

10.4 Children must not deliberately touch another child during lessons.

11. Privacy and Data Protection

11.1 Personal information provided during enrolment will be kept confidential and used only to administer lessons and communicate about them.

11.2 We will not share your information with third parties except where required by law or for service fulfilment, such as insurance purposes.

12. Safeguarding and Child Protection

12.1 Stewarts has a safeguarding policy to protect all children.

12.2 All staff are trained in safeguarding practices. Concerns or disclosures of abuse will be taken seriously and handled in accordance with our safeguarding procedures.

12.3 Stewarts Sports Centre has appointed Designated Liaison Persons, whose details are displayed on the front door noticeboard.

12.4 The Stewarts Sports Centre safeguarding statement is displayed on the front door noticeboard and is available on request.

12.5 Water teachers are trained in appropriate contact in the water as part of Swimming Teaching Courses Levels 1 and 2.

12.6 Parents and guardians are expected to read and comply with our safeguarding policies, which are available on request.

13. Liability and Waiver

13.1 Stewarts Swim School, its staff and facilities accept no liability for personal injury, loss or damage to property on the premises, except in cases of negligence.

13.2 Personal belongings should never be left unattended in changing rooms or anywhere else on the premises.

13.3 Swimming is a physical exercise and sport and carries a risk of injury or physical contact with another person. Participants engage in swimming lessons at their own risk.

13.4 Stewarts will not be liable for any illness, injury, accident, travel delay or loss of property.

14. Changes to Terms and Conditions

14.1 Stewarts reserves the right to update these Terms and Conditions at any time.

14.2 Changes will be communicated by email or posted on our website.

14.3 Continued participation in lessons after updates constitutes acceptance of the revised Terms and Conditions.

15. Contact Information

15.1 For questions or concerns regarding these Terms and Conditions, please contact SwimSchool@stewartscare.ie.

15.2 By enrolling in lessons at Stewarts Swim School, you acknowledge that you have read, understood and agreed to these Terms and Conditions.

15.3 Stewarts Swim School communicates by email and through CoursePro. The accounts of all registered members must include the following information:

- Personal information: member's name and date of birth
- Contact information: home address, email address and telephone number

16. Complaints

16.1 All complaints must be submitted in writing to SwimSchool@stewartscare.ie.

16.2 Each complaint will be considered individually and will follow the complaints process.

16.3 If you are dissatisfied with the response or outcome, the complaint may be escalated to the Sports Centre Manager.

16.4 Sports Centre management will review the complaint, make a final decision and close the complaint.