

## Terms and Conditions of the Waves Swim Programme (Swimming Lessons)

The Waves Learn to Swim Programme is designed to help participants develop essential swimming skills in a structured and supportive setting. This section outlines programme objectives, enrolment requirements, and expectations for parents, guardians, and participants.

- Once enrolled in our Waves Swim Programme pupils move continuously to each course until they no longer wish to participate in lessons.
- It is the responsibility of the pupil's parent/guardian to inform the centre at the end of a course if they do not wish to continue to the next course.
- Pupils who leave and wish to re-enrol must do so along with new pupils at the beginning of the next available course.

### Membership

- All pupils are issued with a Waves membership for the purpose of managing their lesson enrolment and payments.
- All correspondence is by email and a valid email address must be supplied for all pupils. It is the customer's responsibility to check their emails regularly including spam and junk inboxes.

### Direct Debit Membership/Paying by Direct Debit

- Waves Junior direct debit or Waves Adult direct debit membership is issued to all new pupils.
- The monthly payment due is calculated by the cost of a single lesson multiplied by 48 weeks of lessons and divided by 12 monthly payments.
- In the event of a lesson cancellation or bank holiday closure, a single lesson amount will be deducted from the next available direct debit payment.
- For new entrants to the programme a pro rata payment will be taken based on the number of lessons available until the first direct debit payment can be taken. Once the direct debit instruction is set up, payment will be taken on the first working day of the month and thereafter until the centre is informed that the pupil does not wish to continue into the next course.
- It is the member's/pupil's responsibility to inform the centre, by the 20th of the month before the end of the current course, if they do not wish to continue into the next course, so that the direct debit payments can be stopped.
- It is the member's responsibility to cancel the direct debit instruction with their bank.

- Enrolment is for a full course length (12 weeks) and the whole amount, equivalent to the single lesson cost multiplied by the number of weeks of the course, is due. Direct debit payments will be adjusted to account for this.
  - Any member who has not paid the full course amount, the debt will remain on the account, and they will be unable to take out further memberships of any type until the debt has been cleared.
  - Members whose direct debit payment is returned unpaid will have their Waves membership suspended. An email will be sent to advise that payment has failed. The pupil will be allowed to attend two lessons while the membership is suspended but will not be permitted to attend lessons on the third occasion and will be cancelled off the programme unless paid before then.

#### Cash Membership/Paying by Cash (exceptional circumstances only)

- A cash payment option is only available in the exceptional circumstance of the parent/guardian not having access to a current account and may be applied for by sending an email to [leisure@ardsandnorthdown.gov.uk](mailto:leisure@ardsandnorthdown.gov.uk)
- Those permitted to pay in full by cash for each course will be issued with a Waves Junior Cash or Waves Adult Cash Membership.
- Payment by cash will be for the total cost of the course. The payment will provide credits for each week of the course.
- Waves Cash members cannot be automatically enrolled in the next course unless they have enough credits. Credits can be topped-up at any time and should be done no later than week 8 of a course. Cash payers can top up online via the Swim Portal.
- Cash payers drop off the system and lose their automatic place if they have not topped up before the start of the last lesson. Once the lesson start time has been reached the member no longer has a place on the programme.
- In the event of a lesson being cancelled, cash members have the cancelled lesson credited to them to use on a subsequent course.

#### General terms and conditions of membership for Swimming Lessons

- Refunds are not available on any Waves membership/lesson including where the member does not attend lessons.
- Notice to stop lessons and cancel a membership must be given to the complex using the Change of Status form available from reception or by email to the complex at [leisure@ardsandnorthdown.gov.uk](mailto:leisure@ardsandnorthdown.gov.uk), providing the name, address and membership number of the pupil.
- For our computer records, your photograph will be taken when you apply.
- The membership card remains the property of Ards and North Down Borough Council. Your card is valuable, please report loss or theft of your card immediately. A fee will be charged for replacement cards.
- Memberships are non-refundable and will be suspended without refund if misused.
- Ards and North Down Borough Council reserves the right to alter or cancel lessons and if necessary, close the pools.

- Ards and North Down Borough Council reserves the right to refuse an application for membership up to the point of entering the membership on the management system.
- Please refer to our Privacy Policy for details of how your information is managed.

## Lesson Assessments, Re-enrolment and Movement

- All pupils on a current course are automatically enrolled on the next course.
- Lesson assessments take place from week 8 of the course. Only pupils achieving 100% can move to the next level.
- Pupils will have the opportunity to move up a level within the first 4 weeks of a new course.
- Pupils not achieving full assessment will remain in the same level, day and time in the next course. Pupils are not notified of this but can check their assessment status on the Swim Portal.
- Pupils achieving 100% will be automatically moved to the next level on the same day at the time the lesson takes place. An email will be sent to confirm the new lesson details.
- Pupils wishing to change the day or time of their lesson may request to move by email to [leisure@ardandnorthdown.gov.uk](mailto:leisure@ardandnorthdown.gov.uk)

## General terms and conditions of taking part in swimming lessons

- Baby Wave lessons – parents/guardians accompany their child in the pool. The teacher is also in the pool.
- Toddler Wave lessons – the teacher is in the pool. Parents/guardians may stay poolside in the spectator area. In certain circumstances, in the first week a parent/guardian may accompany their child in the water, thereafter it is at the discretion of the teacher if this can be continued.
- Ripples lessons - in the interest of pupils' progress, parents/guardians are not permitted on poolside.
- Parents/guardians must remain in the complex during the lesson in the event of an emergency.
- Changing cubicles must not be held or belongings left in them whilst a child is having lessons. Belongings should be stored in the lockers provided.
- Buggies/push chairs should not be brought to the Aqua Zone, they should be left in the Buggie Park located outside the Aqua Zone.
- Everyone using the Aqua Zone must remove outdoor footwear.
- Swimmers wear goggles at their own discretion but must bring their own goggles when choosing to wear them.
- Appropriate swimwear for active swimming should be worn.

- Long hair must be tied back.
- Loose jewellery should not be worn, and it is recommended that fitness watches are not worn as they may be damaged or cause damage to another swimmer.
- Please ensure young children have visited the toilet before their lesson as teachers are unable to take them to the toilet during lessons.
- Pupils should not attend lessons if they have a current or recent illness including respiratory problems, infection and rashes are indications that you should not swim. Swimmers are not permitted to use the pool with open wounds or within 24 hours of suffering from diarrhoea or vomiting.