

Your application to join the year-round Swim Program has been approved. You have been awarded a place in the following class:



CLASS DESCRIPTION	START DATE	DAY	TIME	PRICE PAID

**BURNHAM-ON-SEA SWIM & SPORTS ACADEMY SWIMMING LESSON TERMS & CONDITIONS**

Welcome to the Burnham-on-Sea Swimming Academy!  
Please find below our Terms and Conditions that help with the smooth running of our Academy Swim Programs

**Registration & Tuition Payments**

Enrollment cannot be guaranteed without payment. Tuition payments for new swimmers are due upon enrollment in a class. Payment must be received within 7 days of the start date of the class you are enrolling into. If payment is not received, then your booking will be dropped to be made available to others. Payments can be made by calling the academy on 01278 785909 or by visiting the front desk. We accept Cash, Cheque, Visa, American Express & MasterCard.

For new swimmers registering mid-way through a term, Payment fees will be pro-rated.

Swimmers who have already completed a term, will automatically have a space reserved in our year-round program. Tuition is then due on the new Term Start date.

I understand that if we do wish to STOP taking swimming lessons, I must notify BOS Swim & Sports Academy at reception or send an email to [questions@bospool.com](mailto:questions@bospool.com) within 7 days of the withdrawal. Withdrawal is final and swimmers need to be placed on the waiting list should they wish to return at a future date.

**No Refund Policy**

Once you have booked Swimming lessons there are no refunds for any reason, except up to one week prior to the term start date. Because we have guaranteed that spot for you, if you cancel after that date or during your session, you will forfeit your tuition. We guarantee that lessons booked will be available as scheduled. If not, the lessons will be rescheduled at no additional cost.

**Health Attestation and Protocol Acknowledgement**

My/Our child/children has/have no physical or health conditions that would limit his or her participation in athletic activities or present a known and undue risk of transmitting any virus and/or disease to other participants in these activities. Children with special needs or disabilities are welcome and we try to integrate as best we can. However, we do not have specialized staff for these lessons, and reserve the right to remove any child that disrupts or compromises the safety of themselves or fellow swimmers. Safety is our paramount concern. In case of emergency, BOS Swim & Sports Academy staff has my/our permission to use their judgment with regard to treatment until I/we can be contacted.

**Quality Assurance, Structure, Awards & Performance Pathways:** All Teachers & Lifeguards are qualified professionals. All lessons will be 30 mins in length based around the Learn to Swim Awards journey: Pre-School Framework- Learn to Swim Framework- Aquatic Skills Framework. The purpose of these lessons is to encourage and develop children to swim in a fun and safe environment. Classes will be working to the Swim England NPTS awards & badges. Ducklings 1 – 4 and Stages 1 – 10. These will be available for a nominal fee at the Swim Academy shop for purchase once your swimmer has graduated.

There are a host of opportunities available to swimmers as they progress through the stages. Swimmers in Stage 3 can enter Mini Tri, Stage 4 may enter Dive Academy or Aqua skills. Stage 5 Swimmers can start their journey to become Professional Lifeguards in the Rookie Lifeguard Program. Stage 6 & 7 Swimmers can join Pre-Swim Team or Triathlon Academy. Stage 8 Swimmers can join the Potential Swim Team or Lifeguard Academy. Having graduated from Stage 10 Swimmers may enter the Development Swim Team or Performance Tri Team & progress to County, Regional & National competitions in either Swimming, Triathlon or Lifesaving.

**Swim Attire & Accessories:** All swimmers must be in the correct attire. Swimming trunks (no shorts) for boys & men, one-piece costume for girls & ladies. Swim Caps are encouraged to be worn by all participants enrolled in the Burnham-on-Sea Swim & Sports Academy swim lessons. This is a big benefit when swimming and will help in progressing the swimmers. Swimmers will receive a complimentary logo'd hat on initial enrollment. (Please note, one cap per swimmer regardless of classes enrolled on). Goggles are highly recommended. Please ensure a correct fit before the start of the lesson.

**Parental Supervision/Class Start and Finish**

Parents must supervise their children before and after their swimming class. Parents must stay on the property at all times. Under no circumstances will children be allowed to remain in the pool after class. Children spectating must be kept under control & remain the responsibility of parents/guardians at all times.

Students should be present 5 minutes prior to the start of their swimming class, to register with our Swim Academy Ambassador at the entrance to the poolside from the changing village. As a courtesy to all clients, lessons end at their scheduled time even for late arrivals. Missed class time cannot be made up. Please do not approach or distract teachers during lessons. If you have any questions, please contact the office and we will be pleased to help you. This gives swimmers maximum benefits without distraction.

**Wellness Policy**

You must leave your swimmer at home if:

- They exhibit signs of pinkeye: Contagious eye infections, like pink eye, are a definite reason to stay home. Pink eye is a contagious infection and can make the environment unsafe for other swimmers.
- They have Diarrhoea or other GI problems. Not only can frequent bathroom trips disrupt the lesson, but diarrhea can easily spread a whole host of illnesses. The smallest amount of Faecal matter can make other children sick. We can get a make-up scheduled as soon as your swimmer has been symptom free for 7 days.
- They have a fever of 38C or 100.4 F or higher: A fever is our body's line of defense in fighting off infection. Your swimmer may return after

48 hours of being fever free without the aid of fever reducer.

If your swimmer or household member suspects exposure to COVID19 or tests positive for COVID19, DO NOT come to class. Please call our facility and report your absence as soon as possible so that we can get your account marked and eligible for a make-up class.

#### Missed Classes/Make-Up Policy

At BOS Swim & Sports Academy, we believe that children are most successful in a consistent learning environment. Overuse of rescheduling negatively affects classes and your child's progress. Please honor the spirit of this privilege and use it only for illness and serious conflicts.

Advance notification of an absence is REQUIRED to be eligible for a make-up. Please call 01278 785909 to report your absence or send an email to [questions@bospool.com](mailto:questions@bospool.com). Absences must be reported at least 24 hours in advance of the lesson except in emergency situations.

Make-up availability is on a first come first serve basis and must be taken in the same term as the absence recorded. Registration for a make-up space can be done through the front desk. Absences cannot be credited towards future tuition as we plan and provide a place for your child in a class; therefore, missed classes cannot be deducted from tuition. We DO NOT guarantee the same teacher, time, or student ratio. Make-ups cannot be rescheduled, we DO NOT make-up a make-up. Make-ups are non-transferable and non-refundable & expire at the end of each term's session, they are not permitted to be rolled over to next term.

We do not recommend makeup classes if your child:

Is upset or anxious about any aspect of the swim lesson experience (strangers, noise, separation anxiety, water, submersions, etc.) Is sensitive to change (time, teacher, and environment).

If a Make-up lesson is not suitable then we will offer a "missed swim pass" (expiry date of 6 months) and will enable the child to attend any family/open session at no charge at the BOS Swim & Sports Academy. (Please note if the child is under 8 then the family policy applies, and your swimmer must be accompanied by a fee-paying adult).

#### Teacher Schedules/Absences

Our clients have become fond of particular instructors. So have we, we love our instructors! We will continue to make decisions regarding where instructors are placed based in the effort to provide our clients with the best swimming experience possible. We understand that different students respond to different teaching personalities. We will always try to respond to these needs. We will never guarantee a particular instructor and always reserve the right to change instructors if other considerations require it. We encourage parents to use different instructors. Our goal is for every child to be able to swim regardless of who they are swimming with, what the circumstances are, and where they are swimming.

#### Photos

**Photographic Policy:** The Academy has a strict no photography/filming policy. I understand however that Photos and video may be taken by BOS Swim & Sports Academy staff only and used for internal marketing to our clients (e-newsletters, facility flyers and posters, Facebook, BOS Swim & Sports Academy Website, etc.) I understand that names are never printed with the photos of children, unless with prior permission

**Privacy Policy:** The Academy respects your privacy & takes protection seriously. We will not sell, distribute or lease your personal information to third parties, unless we have your consent or are required by law to do so. To view our privacy policy in full, please visit <https://www.bospool.com/privacy-policy>.

#### Pool Closure & Class Cancellation Policy

The Burnham-on-Sea Swim & Sports Academy reserve the right to cancel swim lessons at any time for any reason. Your swimmer will be offered Make-up lessons or Missed Swim Passes should this unusual situation arise. In the event of Pool Closure, credits will be applied to your account for outstanding lessons due. NO REFUNDS WILL BE PROCESSED.

#### Right to Refuse Service

In the event of disruption to the safety or quality of our programming, The BOS Swim & Sports Academy has the right to refuse service to customers.

#### Assumption of Risk & Release of Liability

I, the enrolled participant and/or the parent/guardian of the participant agree and understand that swimming is a hazardous activity. I recognize that there are risks inherent in the sport of swimming, including but limited to paralyzing injuries and death. As the legal parent or guardian, I release and hold harmless The Burnham-on-Sea Swim & Sports Academy, its owners and operators from any and all liability, claims, demands, and causes of action whatsoever, arising out of or related to any loss, damage, or injury, including death, that may be sustained by the participant and/or the undersigned, while in or upon the premises or any premises under the control and supervision of Burnham-on-Sea Swim & Sports Academy, its owners and operators or in route to or from any of said premises. The participant also agrees to indemnify Burnham-on-Sea Swim & Sports Academy for any damages incurred arising from any claims, demand, action or cause of action by the participant.

The participant authorizes any representative of Burnham-on-Sea Swim & Sports Academy to have the participant treated in any medical emergency during their participation in the program. Further, the participant and/or parent/guardian agree to pay all costs associated with medical care and transportation for the participant. I have noted any medical/health problems of which the staff should be aware. I have carefully read the above liability release and sign the enrollment form. with full knowledge of its contents and significance.

**BY ENROLLING MY CHILD INTO THE BURNHAM-ON-SEA SWIM & SPORTS ACADEMY SWIMMING LESSON PROGRAM**

**I'VE READ THE ABOVE AND AGREE TO THE SWIMMING LESSON TERMS & CONDITIONS.**



01278 785909



BURNHAM-ON-SEA SWIM & SPORTS ACADEMY

[www.bospool.com](http://www.bospool.com)

