TLC CHILDREN'S LESSONS – TERMS & CONDITIONS

The following terms and conditions apply to all parents or guardians of any child attending swimming lessons organised by Thurles Leisure Centre (TLC).

Accepting our terms and conditions

1. By booking a swimming lesson for your child with us, you accept these terms and conditions, and they will form a binding contract between us.
2. You will ensure that your child or any other children you bring to the swimming pool will follow the general swimming pool rules.
3. We reserve the right to edit where necessary, our terms and conditions and will give you adequate notice.
4. All swimmers must be aged 5 years at the start of the block of lessons. Proof of date of birth may be required.

TLC Swimming Lessons

1. All non-member children are permitted in the pool for the duration of their TLC lessons only and there is no access to any pool area after this time.
2. As a member you must inform your child's teacher if they are staying in the pool after their lesson. You must be present, and your child must be supervised by you at all times.
3. Under no circumstances are children under the age of 5 years without prior approval to enrol in the TLC swim school. Any child found to be in breach of this policy will be asked to leave the swim lessons and a refund will not be given.
4. TLC has two group swimming lesson types as follows:

- (A) Weekly lessons for a period of 8 consecutive weeks. Each lesson on a course will take place on the same day, at the same time every week for the duration of the term.
- (B) Intensive swim lessons of 5 days over a school holiday period. Each lesson on our Intensive course is at the same time every day for 5 consecutive days.
- All lessons will start on time at the agreed start time. If your child arrives late for the scheduled lesson, we regret that we cannot extend your lesson time and it will finish at the scheduled end time.

Private Swim Lesson

1. Private lessons are delivered on a 1:1, 1:2, 1:3 basis, etc., and are 45 minutes in duration. Lessons are individually booked and allocated on a first-come, first-served basis. The number of swimmers per lesson is dependent on swimmers' age, ability, and stage of progression. Where swimmers are not suitably matched in these areas, it may not be possible to accommodate multiple participants within the same lesson.
2. The maximum number of **beginner swimmers** permitted per lesson is **two**.
3. Lessons must be paid in full to on booking date.
4. Lessons may be blocked booked for a **max of 4 lessons** and must be paid for upfront & in full.
5. Payment must be made in full at the time of booking in order to secure spaces. Lessons that are not completed by choice or nonattendance are not refundable or transferable without exception. Pro rata credit notes will be issued on presentation of medical certificate only.
6. Booking sheet will open the first of each month for the following month e.g. 1st February the booking sheet will open for March.
7. You may only book lessons **for your own child**. We are unable to **facilitate bookings on behalf of others**, as this would compromise the integrity and fairness of our registration process.

Registration and Contacting Us

1. New swimmers registering for a course of lessons will be taken on a first come first served basis. On the last day of the course, the parent will be directed whether the child can move onto the next level or should repeat the level. The participants will then have an opportunity to rebook for the next course on the day their current course ends, after this the remaining slots will be opened to the public. Swim school places will not be held or guaranteed to any swimmers unless confirmed as rebooking and paid in full.
2. Bookings cannot be accepted by email or social media messaging, all bookings must be made in person or through Eventbrite, when directed.
3. Please ensure you select the correct level, date, and time when booking, as mistakes cannot be corrected or refunded.
4. You can contact the centre on 0504-58640 or email reception@thurleslc.ie, with enquiries.
5. The season runs from September to June of each year. Bookings for the new season every September will be on a first come, first served basis.
6. It is the responsibility of each parent/guardian to rebook their child into the swim school at the **end of each 8 week** block. Please ensure you are aware when your block will end, as priority booking for the next block is only available **on the day of your child's last lesson.** We cannot guarantee any places after this date.
7. As swimmers progress through the different ability levels, moving up to the next level may require a **change to their current lesson day and/or time**. Changes to class days and times may be necessary to ensure swimmers are placed in the appropriate class for their ability and stage of progression.

Payment

1. The fee for lesson(s) will be confirmed to you at the time of booking. You are required to pay for the whole term even if your child misses a lesson for any reason.
2. Payment must be made in full before the start of each term. No exceptions will be made.

Illness and Medical Conditions

1. If your child is ill, you are required to contact us by phone or email so that we can inform the teacher that your child will not be attending their scheduled lesson.
2. We regret that we do not provide refunds or credits for absence from booked lessons due to illness, regardless of the number of lessons missed. However, if your child suffers a serious illness, which affects him or her for more than 4 weeks (such as broken bones or any condition that requires hospitalisation and/or medical attention) then we may offer you credit for all lessons missed if you inform us no less than 48 hours before the first lesson to be missed.
3. You are also required to inform us by email or by phone, all medical conditions affecting your child, regardless of severity.
4. It is your responsibility to ensure that you or your child is medically fit to swim. We will not be liable for any accidents or injuries arising from swimming with us that relate to your child's individual medical condition(s).

Requests to make changes to lesson time, day or requests for credits

1. You will not have the right to change the day, time, venue for your child's lessons for any reason once the term has started. We may at our discretion choose to allow you to do so if we feel that it is a reasonable request.
2. If your child refuses to get into the water or you decide you no longer want your child to attend the course, we regret we cannot give refunds. However, we can discuss the possibility of credit for another term in this case.
3. If there is a time during a term that you are dissatisfied with a TLC teacher, you are required to inform us immediately either by telephone or email and allow us the opportunity to resolve the issue. We will work with you to find the best solution for all parties.
4. Credits for unused lessons may be transferred for other TLC activities such as Swim Camps or another term of lessons. If we agree to give you a credit for unused lessons a credit note will be issued to you, which must be presented when booking & will have an expiry date clearly marked.

Cancellation by you

1. If you cancel a single lesson, term of lessons or Swim Camp, after you have paid for it, we are not obliged to provide you with any credit or refund.
2. Lessons that are not completed by choice or nonattendance are not refundable or transferable without exception. Pro rata credit notes will be issued on presentation of medical certificate only.

Cancellation by us

1. If we determine that there is insufficient support for a term or Swim Camp, we have the right to cancel, suspend or postpone the course before the date of the first lesson. We will give you as much notice as possible of any such cancellation and we will provide you with a full refund of your term/camp fee if no suitable alternative is found.
2. We will make every effort not to cancel lessons once a term has started but on rare occasions pool closure or other unforeseen circumstances may force us to do so. We will give you as much notice as possible of any such cancellation. In this event we will offer you a substitute lesson on a date designated by us. If you notify us that you are unable to attend the substitute lesson in advance of the date scheduled for the substitute lesson, then you will receive a credit for the cancelled lesson. This credit may be offset against your fees for a subsequent term or swim camp. If you do not accept the substitute lesson or do not wish to re-book for a subsequent course, we are not obliged to provide a refund.

Parental responsibilities

1. You are responsible for any children you bring with you into any part of the swimming pool venue including the changing area.
2. You must ensure that children are fully toilet-trained before we can accept them as students.
3. You must not leave the premises whilst your child is in the pool for the duration of their lesson.
4. Children are not the responsibility of TLC teachers until the child enters the swimming pool at the start of a lesson. Children should remain with their parents in the changing area until the swim Teacher is present and directs the children to their area of the pool.
5. During lessons please **DO NOT INTERRUPT OR DISTRACT THE TEACHER OR PUPILS ON POOLSIDE**, unless it is a matter of health and safety.
6. You must keep children who are not swimming under your supervision at all times while in the leisure centre.
7. We regret that you are not permitted to take photos or video recordings or any other type of recording of any children within the leisure centre.

Children's progress

1. Thurles leisure centre recommends that children attend the pool to practise their swim skills in between lessons. Attending lessons once a week and not visiting the pool to practise in between lessons will slow down the child's progress.
2. All children learn and progress at different rates. It is not unusual for a child to repeat a swim level several times.
3. Children are not moved on to the next level without demonstrating to their teacher during assessment, that they have made sufficient progress to have achieved the criteria within their syllabus.

Code of Conduct

Thurles leisure centre is committed to providing the best possible service to all Customers and to upholding the highest standards of safety and wellbeing for employees and customers alike.

In order to help us keep this commitment, the following sets out the standards of behaviour we expect from our customers and any visitors to Thurles leisure centre, while they are attending, visiting and/or using our facilities:

1. We expect that all customers and visitors will treat staff in a courteous manner whether in person, by phone, in writing or online. We will not accept the use of offensive, threatening or inappropriate language or behaviour towards staff and/or other customers and members of the public.
2. The following behaviour will not be accepted:

- **Behaviour which is disruptive and interferes with the use and enjoyment of the facility by others Malicious damage to and/or theft of property**
- **The use of alcohol and illicit drugs**
- **Smoking and vaping**
- **Littering**
- **Photography and filming without permission**
- **Personal property being left unattended. All belongings must be stored in a locker and should never be left in a cubicle during lessons.**
- **Children left unsupervised in any part of the facility, indoors and outdoors**
- **Sitting in changing cubicles or 'holding' cubicles/showers for others**
- **Disregard of or non-compliance with instructions given by Thurles Leisure Centre staff**

3. Each area within the facility has its own regulations for use which must be observed at all times.
4. Regulations for the use of the Pool Changing Village must be observed by all customers at all times, without exception.

Occasionally circumstances arise where lessons are suspended/cancelled 'last minute' due to circumstances that are outside of our control. Should this occur, we will endeavour to contact all parents as soon as possible, but depending on the nature of the situation we may be unable to contact parents before the lesson is due to start. For all unscheduled cancelled lessons, a parent and child swim voucher will be given in recompense for the missed lesson.