

## General information

- Children are eligible to go onto the waiting list from the age of 4 years old.
- From 4 years, children can attend Advanced Ducklings. However, they can't attend levels 1 or above until the school year they turn 5 years old.
- Places on the programme become available as children move through the levels. As children progress at different rates it is extremely difficult to predict how long your child will need to wait before being allocated a space on the programme. However, if you would like to check your child's position on the waiting list please contact us on 0191 643 7437 or e-mail [swlqueries@northtyneside.gov.uk](mailto:swlqueries@northtyneside.gov.uk)
- Should children wish to swim prior to or after their lessons, a separate ticket for a public swim must be purchased.
- Swimmers must wear suitable swimming attire. This ideally consists of a one-piece costume for girls and trunks or swimming shorts for boys. Shorts must be no longer than knee-length as this would impair swimming ability.
- Children must undress and change into swimming costumes in the changing rooms only. Whilst seated in spectator areas children must be fully clothed.
- No jewellery should be worn for health and safety reasons. Ear studs will be permitted, but these must be covered over with small plasters.
- The taking and recording of images on poolside is strictly prohibited
- Parents must remain in the facility for the duration of their child's swimming lesson.
- All of our teaching staff are qualified in Level 2 swimming instruction

## Booking terms and conditions

- Children progress at different speeds. Attendance on a course is not a guarantee that your child will pass and move to the next level.
- If the instructor believes your child is ready to move up to the next level part way through a course then this will be accommodated wherever possible, however the same day cannot be guaranteed.
- We operate a no refund policy on courses once booked. However, if your child has an unforeseen medical problem and is unable to attend a significant part of the course, then please contact us and we may be able to credit you with the missed sessions on a future course booking. Extra sessions will not be credited for sessions missed due to any other reason (e.g. holidays, short term illness).
- Bookings can be transferred to different days/times where spaces are available
- North Tyneside has the right to cancel lessons where facilities become unavailable, (e.g. pool failure/closure). If pre payment has already been made, lessons will be credited back to the customer.
- Please note that while we make every effort to ensure continuity of instructors for the duration of the course, we cannot guarantee that you will have the same instructor throughout.
- Please ensure that lessons are paid in full at time of booking. Payments can be made by credit or debit card over the phone or by cash or card at reception. All payments must be accompanied by a valid ease EXTRA card. If paying without an ease EXTRA card the full price will apply.
- Making payment for the course indicates acceptance of these terms and conditions.
- Before embarking on swimming lessons your child must be tall enough to stand flat-footed in the small pool and keep their chin above water
- When booking and paying for your lessons you must tell the team if your child has any medical conditions. This information will be passed onto the instructor.