

PLEASE NOTE: By enrolling and paying for swimming lessons with Woodrow Swim School, you agree to abide by the Swim School Code of Conduct as outlined in this document. Failure to abide by these may result in your removal from swimming lessons and loss of fees paid for future lessons. Your cooperation in this regard is greatly appreciated.

Using Woodrow Leisure Centre Premises

1. Problems relating to the facility are the responsibility of London Youth and should be reported as soon as possible. If you notice any defects, please report them to a Duty Manager.
2. Admittance to the Leisure Centre is on the condition that London Youth shall not be held responsible for or liable for any loss, damage, or injury whether to property or person, except for death or personal injury caused by the negligence of London Youth.
3. All customers must park in the designated car park bays and not on grass verges or lay-bys.
4. All vehicles, including personal property left inside, are left at the owner's risk. London Youth accepts no responsibility for vehicles parked at Woodrow or the surrounding area.
5. You are not permitted to bring animals to Woodrow High House, except for assistance dogs. Prior notification should be given to the Head of Centre.
6. You are prohibited from smoking anywhere on site, this includes electronic cigarettes.
7. It is forbidden to bring alcoholic drinks or any form of illegal drug onto Woodrow's facility.
8. No glass bottles or food shall be taken onto the pool side area.
9. The grounds of Woodrow High House are private, and every effort should be made to safeguard its good name in the neighbourhood by customers using our facilities.
10. Please respect the fact that Woodrow High House is an outdoor learning centre, and it is usual for there to be young people and wildlife to be on site. Drive carefully at low speed.
11. London Youth reserves the right to refuse entry to you or any members of your family who do not adhere to the facility regulations as stated above.

Our Expectations of Parents/ Carers

12. You will inform us of any relevant medical or additional needs your child may have; and undertake to inform us of any changes that may occur during lessons.
13. You agree that the enrolled swimmer will not attend if they are unwell. Seek advice from the doctor, if necessary, as to when it is safe to return to swimming.
14. While London Youth takes responsibility for swimmers during swimming lessons, parents and/or carers must remain on site throughout the lesson.
15. Children not in lessons must always be closely supervised by the accompanying parent/ carer. You are responsible for the behaviour of any children that you bring on site.
16. Children must not be on poolside any earlier than five minutes prior to their lesson start time. The swimming lesson begins when the register has been taken and ends when the student is returned to the changing rooms at the end of the lesson.
17. Although we will endeavour to hand the student back directly to the parent or guardian, the student is the full and sole responsibility of the parent / guardian when they are returned to the changing room door at the end of the lesson.

18. Offensive, bullying, or aggressive behaviour or language towards Woodrow staff will not be tolerated. We will ask anyone displaying such behaviour to leave the site.
19. We reserve the right to remove a parent/ carer and/ or swimmer from our site if their behaviour is causing disruption to others or causing a safety concern. You will not be eligible for any refund where the reason for missing any session is because of such behaviour.
20. No filming or photography of children is permitted when on site. If anyone is found to be taking photos or filming, they will be asked to stop immediately and for photos/ film to be destroyed.

Appropriate Swimwear

21. We follow PAS 520:2015; a national industry agreed set of pool safety standards. Children aged three or under must wear a disposable or reusable swim nappy underneath an additional neoprene coated or equivalent over-nappy cover with close fitting leg and waist ribs. A disposable swim nappy should not feature absorbent materials that swell and add weight to the swim nappy. Both nappies need to be of the correct size to limit the possibility of leaks of faecal matter. The nappy cover should be constructed of coated neoprene or equivalent and constructed in such a way, including waist and leg ribs, as to reduce or eliminate the possibility of leakage through seams. The neoprene nappy should be of snug fit with the ribs covering the nappy underneath to ensure a seal.
22. Swimming costume or swimming trunks. Baggy shorts and shorts below the knee are not recommended. If costumes/shorts are too baggy, they cause drag through the water, distort the feeling of movement through the water and make swimming more difficult. Swimming tops and wetsuit style suits should not be worn by pupils beyond the pre-school stage as they create false buoyancy levels and can inhibit arm movements. Our pool is kept warmer than your average pool so children should not feel cold.
23. Swimming hats are recommended but are not compulsory. Long hair should be tied back if they are not wearing a swimming hat.

Covid-19 Specific Guidance

24. **Do not enter Woodrow premises if you or any member of your family have any Covid-19 symptoms or should be isolating.**
25. Use the hand sanitiser provided prior to entering the Leisure Centre. There are further sanitisers inside the building for your use.
26. Face coverings are no longer a legal requirement. However if you feel more comfortable wearing these, please feel free to do so.
27. All equipment will be disinfected in line with our risk assessments.
28. Touch points will be cleaned regularly during Swim School by London Youth staff. There will be disinfectant available for parents who wish to use this themselves.