Woodrow Swimming Pool

Swimming Lessons – Code of Conduct

Updated September 2023

PLEASE NOTE: This document should be read alongside the Swimming Lesson Booking Terms & Conditions to understand your responsibilities as a customer. By booking and paying for lessons at Woodrow Leisure Centre, you also agree to abide by the Code of Conduct as outlined in this document. Failure to abide by these expectations may result in cancellation of your session and loss of fees paid for future sessions. Please kindly ensure that this document, and the conditions contained herein, is shared with your swimmers/ fellow leader/ parent/ carer.

EXPECTATIONS OF SWIMMERS

1. Remove your outdoor shoes before making your way to the poolside changing rooms. Shoes may be stowed in the shoe cupboards provided. Bags may not be taken poolside. Indoor shoes may be taken poolside if required, along with towels and swimming aids, such as goggles.

2. Swimmers must not be on the poolside premises 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.

3. Swimmers should use the toilet before entering the swimming pool.

4. Swimmers must use the shower before entering the swimming pool.

5. No glass bottles or food may be taken into the Swimming Pool area. Drinks with lids in reusable non-glass bottles are permitted.

6. Swimmers are expected to listen and comply with any instructions given by our staff. If the alarm sounds and our staff instruct you to exit the pool, you must do so promptly. If a swimmer is hard of hearing, please ensure that they have heard the instructions issued. Help will be provided if needed.

7. Please be mindful of other customers using our facilities. Change as swiftly as possible, and ensure the changing rooms are vacated in a timely manner so that the next swimmers aren't impacted.

EXPECTATIONS OF PARENTS/ CARERS/ LEADERS

8. While London Youth takes responsibility for swimmers during swimming lessons, parents/ carers/ leaders of young people must remain on site throughout the lesson.

9. Although we will endeavour to hand a swimmer back directly to the responsible adult, the student is the full and sole responsibility of the parent/ carer/ leader when they are returned to the changing room door at the end of the lesson.

10. No young people under 16 years are permitted to use Woodrow facilities unless accompanied by a responsible adult, coach, teacher, parent, or carer, or attending a swimming lesson. You may not bring children on site and leave them unsupervised. You are responsible for the behaviour of any children that you bring on site.

11. All people attending/ watching a lesson must stay within the bounds of the pool, (except for access to the Leisure Centre office/ toilets and for movement to and from your vehicle). Toilets are located at the entrance to the Swimming Pool, in the changing rooms, and on the lower ground floor near the Sports Hall.

12. Access to any of the other activity areas or facilities are strictly forbidden. On no account should anyone enter any of the other leisure facilities or activity areas. Walking around the grounds is not permitted under any circumstances.

13. Offensive, bullying, or aggressive behaviour or language towards Woodrow's staff, or other customers, will not be tolerated under any circumstances. We will ask anyone displaying such behaviour to leave the site.

14. We reserve the right to remove a participant from our site if their behaviour is causing disruption to others, or a safety concern. You will not be eligible for any refund where the reason for missing any lesson in full or in part is as a result of such behaviour.

15. Filming or photography of young people not part of your group booking is strictly prohibited. Anyone found doing so will be asked to stop immediately and for photos/ film to be destroyed.

16. On departure, check all personal items are removed, and the area you used is free from litter. Rubbish and recycling bins are provided throughout the facility. Lost property is kept for a short time only. If you believe you've left something behind, please get in touch with us to arrange collection as soon as possible. We will not return items via post.

17. You will inform us of any relevant medical or additional needs your swimmer may have; and undertake to inform us of any changes that may occur during lessons.

18. 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.

19. London Youth reserves the right to refuse entry to any persons who do not adhere to the regulations as stated in this document.

APPROPRIATE SWIMWEAR

20. Full swimming costume or swimming trunks are recommended. Baggy shorts or shorts below the knee are not recommended as they cause drag through the water, distort the feeling of movement through the water and make swimming more difficult.

21. Swimming tops and wetsuit style suits should not be worn by swimmers 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.

22. Swimming caps are recommended but are not compulsory. Long hair should be tied back if swimmers are not wearing a swimming cap.

23. We follow PAS 520:2017; a national safety that outlines best practice for swimmers aged 0 to 4. Swimmers 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.

EXPECTATIONS USING THE PREMISES

24. You are not permitted to bring animals onto Woodrow's grounds, or into the Leisure Centre premises, except for assistance dogs. Prior authorization must be sought and will only be given by the Head of Centre.

25. All Swimming Pool users must park in the designated car park bays and not on the grass verges, lay-bys, and the driveway. Do not use the disabled bays unless you are a blue badge holder or have been given permission by our staff. Do not block other vehicles in. Coaches regularly use our site, and it is imperative that access routes are clear, so that they can move freely and do not cause an obstruction. Additional car parking is available at the bottom of the drive, adjacent to the 3G Astro Pitch and is immediately to the right as you turn into Woodrow.

26. All vehicles, including personal property left inside, are done so at the owner's risk. London Youth accepts no responsibility for vehicles parked at Woodrow or the surrounding area.

27. The grounds of Woodrow High House are private, with residents occupying the houses on site. Every effort should be made to safeguard its good name in the neighbourhood by swimmers using the Swimming Pool.

28. Please respect the fact that Woodrow High House is a youth residential centre, and it is usual for there to be young people on site. Wildlife also frequently enjoying our grounds. Please observe the signage and drive carefully at low speed.

29. It is forbidden to bring alcoholic drinks or any form of illegal drugs onto our site. People or participants found in violation of this will be asked to leave our site; and/ or in the case of illegal drugs reported to the police services.

30. Smoking and vaping are not permitted anywhere on Woodrow High House grounds.

31. Problems relating to the Swimming Pool facility that are the responsibility of London Youth should be reported as soon as possible. On arrival to your lesson, if you notice any facility defects, please report them to a Duty Manager immediately.

32. Damage, no matter how small, caused to the Leisure Centre premises by a swimmer/ any person in your group, must be reported to the Duty Manager immediately; or emailed to helloswimschool@londonyouth.org