



## HydroKidz Customer Information and FAQs

### Swimming Lessons:

1. Please remember to bring your swimming kit (including swim cap), a towel and goggles if required. Do visit our webshop ([www.theswimmingshop.com](http://www.theswimmingshop.com)) for a great range of swimwear and accessories.
2. Swimmers are required to wear a swimming cap at all our venues.
3. We will provide all learning equipment needed such as floats for the lesson.
4. Please arrive early enough for your child to change and be on poolside five minutes before the lesson is due to start.
5. Where parking is available within a designated area then this is available to you from 15 minutes prior to commencement of the lesson to 15 minutes after the lesson has finished.
6. You are strictly **not** permitted to smoke, bring dogs or other family pets (registered Helper dogs are permitted) or use photography equipment anywhere whilst on site. The pool is located within school grounds and you must not stray outside of the designated areas. We have the right to remove people who do not adhere to this policy.
7. There are onsite changing facilities (male and female) which are monitored regularly. Please be sure to tidy up after use. A child under 8 of either sex may accompany you into your usual changing room.
8. You must NOT allow your child to enter the pool until there have been instructed to do so by the teacher.
9. You are welcome to have no more than one person accompany your child on the poolside (not in the water) during the lesson. Please ensure that person removes their shoes and socks or wears pool shoe covers if they are poolside.
10. Please note that you may not accompany your child in the water.
11. We regularly monitor the venues we use. Please direct any comments on the facilities – good or bad – to the HydroKidz office or the Lead Instructor poolside rather than the venue staff themselves. Feedback can be given to us at [info@hydrokidz.com](mailto:info@hydrokidz.com)
12. HydroKidz has an appointed first aider on site at all times.



### **Our Teachers:**

1. HydroKidz aims to only use teachers of the highest standard and all our teachers go through our own rigorous selection process as well as ongoing assessments.
2. All teachers are suitably qualified, DBS checked and are members of Swim England or STA. They are fully insured to carry out swimming lessons.
3. For your safety and comfort, swimmers must follow their teacher's directions at all times. Our teacher will explain emergency procedures before your first lesson with us.
4. We do not assign a particular teacher to your child and there will be occasions when we will need to substitute teachers to cover, for example, holidays and illness, sometimes at short notice, or indeed to replace a teacher completely.
5. Swimming teachers are only responsible for participants during their swimming lessons and parents/guardians are responsible at all other times. The swimming lesson begins when the Swimming teacher accepts charge of participants and ends when the lesson finishes. Please note that our insurance only covers your child during the swimming lesson.

### **Term Dates:**

1. We operate around 35 weekly lessons per year, generally matching school terms.
2. Lessons generally run for consecutive weeks, however, dependent on the number of lessons purchased there may be a break due to school term holiday dates, closures etc. Lesson dates are available on our website [www.hydrokidz.com](http://www.hydrokidz.com) Please check the website regularly as this is updated with any changes to the schedules which may take place from time to time.
3. Lesson days and times are subject to availability and issued on a first come, first served basis, based on the date you have made payment to us. Members on the monthly direct debit scheme are guaranteed their place ongoing unless their membership lapses.

### **Payment Information:**

1. All lessons have to be pre-paid.
2. Payment is generally made by direct debit (our monthly membership scheme) which is the most cost effective way of attending lessons but payment can also be made by purchasing a block of lessons by debit/credit cards over the phone or online. Our team can be contacted on 0118 402 2899 for advice and to make payment.
3. Our bookings team is generally available 7 days a week (please see [www.hydrokidz.com](http://www.hydrokidz.com) for current hours) to deal with any queries you may have.



### **Monthly Membership Scheme:**

1. Why not join our monthly direct debit scheme and spread the cost of lessons? By joining the membership scheme you also receive the following benefits;

- up to **20% off any additional sibling who joins the scheme**
- Free award certificates and badges (normally £5 each)
- special prices on many swimming products from theSwimmingShop.com
- up to 50% off selected intensive summer courses
- 20% off 1-2-1 private lessons with SwimExpert

2. The above benefits are exclusive to those on the membership scheme and not redeemable if paying for lessons in fixed blocks.

3. Full details regarding how the scheme works are available upon request and upon joining the membership scheme.

4. By joining the membership scheme you are guaranteed a minimum of 35 weekly lessons per year will be available to attend.

### **Ability Level Assessment:**

1. You are asked to fill in an online ability checker for your child (or this will be run through with you on the telephone). This allows us to identify the best class for your child to join. Failing to enter this information correctly may result in your child being put into the wrong ability level class. We may therefore need to move your child appropriately to a higher or lower class and this could affect the day/time your lessons are booked.

2. Please be aware this is simply a guide and we may still need to move your child to a different class when necessary, based on initial or ongoing assessments by our teachers.

3. If in doubt about the ability level then it is always best and more motivational for your child to start at a lower ability and be moved up than to have to be moved down in level.

### **Continual Assessment:**

1. We offer a unique continual assessment program during all of our lessons, allowing your child to move to another class at any point during the year, as soon as they are ready to do so.

2. Your teacher will inform you when your child is ready to progress to another class. Our Customer Service team will also be in touch to make arrangements to move classes.

3. When moving to a new class we cannot guarantee the same day/time as you may have had previously, although we will try. We also operate a waiting list enabling your child to remain in their current class, until your preferred time for the new class is available.



4. Movement of a child from one class to another is governed not just by achievement of each award but also our teacher's assessment of their readiness and confidence to **safely** progress to the next class. This includes their endurance to swim progressively longer distances in deeper water. We love progress but only when your child is ready to benefit from the next class.

### **Online Portal**

Our online customer portal allows you to view detailed swimmer reports and see progress being made, check when your next lessons are, update your, and your swimmers details and more. Invites to join the portal are sent in a separate email at the time of booking. Please contact the customer service team if you have not received your invitation to join the online portal.

### **Medical and Contact Information**

Important - to ensure we have all the relevant contact details, any medical information and also your swimmer's abilities and goals, please complete this form via your mySwimExpert portal before your first lesson by visiting [www.my.swimexpert.co.uk](http://www.my.swimexpert.co.uk).

### **Cancellation/Refunds:**

1. All lessons are strictly non-refundable and paid blocks cannot be moved from the confirmed start date.
2. You are **not** able to reschedule a lesson from your booking. Any lessons during your booking that you do not attend will be lost and **cannot** be rescheduled.
3. No substitute swimmers are permitted, unless that substitute is a permanent replacement for the balance of any booked lessons. Approval to allow the remaining balance of lessons to go to a substitute swimmer is at our discretion.
4. We may have to cancel lessons for reasons such as pool closures and teacher availability eg sickness, sometimes at very short notice, although we will try to give you as much notice as possible if this should occur. Please ensure we always have up to date contact details for you, including email and mobile phone numbers. For the avoidance of doubt, no compensation other than the replacement of the missed lesson will be offered in such circumstances.



5. If we have to cancel a lesson(s) for such reasons as mentioned above, your lessons will be extended by a further week to account for the cancelled lesson. Those on the membership scheme are guaranteed a minimum of 35 lessons in the year and the calendar will be adjusted if necessary to provide at least this number of lessons.

6. For crash/intensive courses if you cancel your booking then the following charges apply:-

2 months or more from start date, full refund given

1 month or more 50% refund issued.

Less than 1 month, no refund given

but suitable substitutions are permitted (subject to our consent) instead. Please note that no refunds for missed or partial attendance will be given.

7. If you cancel membership of the monthly scheme no partial refunds shall be given UNLESS you have been swimming with us for over 12 months and the minimum guaranteed number of lessons (35) has not been met by us.

8. Any rejected direct debits shall incur an administration charge of £10 in addition to payment of the balance due.

**Referrals:**

1. Our business thrives on word of mouth!

2. If you know anyone that you think would like to improve their swimming then please refer them to us.

3. If your referral leads to a booking then we will give you either a free 30 minute 1-2-1 lesson with our sister company SwimExpert or a £20 voucher to spend at [theswimmingshop.com](http://theswimmingshop.com) with our compliments. This is per referral not per child but there is no limit to the number of times you can introduce a new parent to us!

4. If you enjoy your lessons with us why not give us and your instructor a testimonial at [www.hydrokidz.com/send-testimonial/](http://www.hydrokidz.com/send-testimonial/)

**WE HOPE YOUR CHILD ENJOYS SWIMMING  
LESSONS WITH US!**