



RULES AND REGULATIONS

Overview

Urban SwimAcademy (USA) offers a swim program for children and adults which runs for the duration of a school term. We therefore request all participants to attend a full coaching term with USA. It is important that the participants attend 100% of the sessions to receive the full benefit of the swim coaching programme.

Urban Swim Academy (USA) also runs a Baby and Toddler swim program which will run for a shorter term as specified on sign up. All participants must enrol for this full specified term.

In order for any participant to achieve consistent results, we recommend that any participant attends a swimming program with one company. Different approaches from different companies at the same time can have a detrimental effect on the participants progress.

Term Payments

All term payments must be made in advance via the USA registration page on the USA website (USA members shall be offered first refusal on each course before we promote the spaces to the wider community). As we request all participants to commit to the full term, the website will not allow you to deselect any of the dates. If you are registering during the term, you will be required to pay for all remaining sessions in the USA coaching term.

Paid term sessions are valid only during that term and cannot be transferred to the next term.

Credit Card Payment/Payments

Credit card details are stored in the company's database or server and are processed through SSL environment.

Registrations

All registrations are to be made via the USA website and are dealt with on a first come first served basis.

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Assessments

All new participants are required to attend a short assessment session prior to starting the term so that our coaches can place them in the correct level. Please note that we reserve the right to move the participant between levels during the term to ensure they are progressing at the correct level.

Please bring your swimming kit and goggles to the assessment. There is no payment required for this assessment.

Once you have joined

The participant will be required to arrive promptly at each session (at least 5 minutes prior to the start time), with their USA Swimming Cap, Goggles, swimming costume and water bottle. For adults and older children (Dolphin and above), they will be required to also bring their flippers, finger paddles and snorkel as directed by the USA coach.

Please ensure participants do not eat a heavy meal prior to the class. A light snack only is advised. No food or chewing gum is allowed around the pool area.

It is the parent's responsibility to supervise their child/children before and after the lesson.

During the session

To ensure that our coaches have the undivided attention of the participant, we request that parents (of children) refrain from talking or interacting with the child or coach throughout the session.

There is seating available by the pool for you to watch your child. For younger children, parents must stay within reach of the pool area in case your child needs to go to the bathroom.

It is the parent's responsibility to supervise any younger siblings and unfortunately they are not allowed to use any equipment or facilities outside of the pool that may be close by ie. School playgrounds, playing fields etc.

Persistent offenders may be asked to leave the site/their child asked to leave the USA without a refund.

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Make Up Policy / Cancellation Policy / Public Holiday Policy

If you or your child are ill and cannot attend a session, please notify the USA office or your coach 24 hours prior to the session. You can make up this session at any one of our other venues / days or at catch up sessions. There is a maximum of two make up classes permitted (excluding any classes that fall on a public holiday) within the current term – each class must be made up within 14 days of the session missed.

Unless notified otherwise, classes are maintained during Public Holidays. If the class falls on a public holiday and the session cannot be held, then you or your child will be entitled to attend a make up session within 14 days. For any reason that those classes are full, then USA may run a make up session at a later date/time.

A make up session is not a credit – all sessions must be completed within the current term. There is no credit or reimbursement fees for group sessions unattended.

Please note the make up sessions may be at another venue. If you require help with this matter please email (info@urbanswimacademy.com) or telephone us (058 554 8130). Regrettably, we are unable to arrange make up sessions if you inform us after the session has taken place.

Competitions

For any reason that the coach of you/your child is at a swim gala/competition with the USA team and you or your child are not competing in the swim gala/competition, we will endeavor to cover the class with another coach. However, the class may be cancelled for that day without the option of a make up lesson.

Injury, death or damage to property

The Management will not be liable or responsible for any personal injury, accident or death, or any loss or damage to personal property or vehicles caused to or suffered by any visitors, participants, spectators or invitees attending any of the activities hosted by IFA. All participants, spectators and invitees will be responsible for obtaining appropriate insurance in relation to the conducted activities.

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Refunds

Refunds shall not be given if a session is cancelled outside of USA's control - e.g. inclement weather or school cancellations. Refunds shall not be given to those people who simply do not attend the session or choose to go on holiday during school term time.

If a refund request is considered valid due to injury or ill health then USA will offer an alternative or make up session. In exceptional circumstances if monies are to be refunded then this will be by bank transfer within a maximum of 30 working days. Any bank charges are at the expense of the client.

Punctuality

Please arrive to the USA sessions at least five minutes prior to the start time. If you or your child is later, you/they be asked to sit at the side of the session until the coach/group has finished their current practice. Please ensure an USA coach is present at the venue before leaving your child.

Collection

All participants should be collected from the pool area. If you wish for your Child to be collected by a different parent/person, please inform the USA staff before the class with contact information for that person.

Dress code / Kit

Please send your Child in appropriate clothing – Swimming costume, USA Swim Cap and goggles. Your child must also wear the USA Branded shirt and/or shorts to and from the pool.

Summer Months

Our swimming pools are currently inside or sheltered, however please ensure you bring your own water supply. Should a lesson be outside, please ensure you/your child has suitable factor sunscreen.