



Instruction to your Bank or Building Society to pay for your Swimming by Direct Debit

West End Swim School Ltd
Shirley Swimming Pool
Kentish Road
Shirley
Southampton
SO15 3GR
Tel – 02380 781901

Service user number

4	1	3	5	3	7
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Unique Membership Reference Number

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Name(s) of Account Holder(s)

[Empty box for account holder name]

Instructions to pay your Bank or Building Society

Please pay West End Swim School Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with West End Swim School Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Branch Sort Code

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Bank/Building Society Account Number

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address:	
Post code:	

Signature(s):
Date:



The Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits

- If there are any changes to the amount, date or frequency of your Direct Debit West End Swim School Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request West End Swim School Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by West End Swim School Ltd or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when West End Swim School Ltd asks you to

• You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

APPLICATION FORM

Please complete in Block Capitals

Swimmers Name:

Date of Birth: / /

Home Address:

.....
.....

Post Code: Gender: **MALE / FEMALE**.....

Parents Names:

.....

Contact Telephone numbers:

Home: Work:

Mobiles: **AND/OR**

Email address: (To be used by staff to keep you updated on your child's progress and to send the Shirley Pool Newsletter. Please print the email address very clearly)

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Any Medical or any other information the teacher should be aware of:

.....

Emergency Contact Name and Number (other than child's parents):

.....

Declaration:-

I have read and understood the terms and conditions of my membership and agree to abide by these at all times. A copy of the terms and conditions has been issued to me on joining.

Shirley Swimming Pool also reserves the right to terminate memberships at any time and will not tolerate any sort of disruptive behavior by children or parents.

Signed **Print Name:**..... **Date:**.....

Office Use Only:-

DD & Terms and Conditions Explained to customer.....Entered on Swim safePC.....

Admin Fee £5 Taken by.....Date DD Starts.....Terms and Conditions issued to customer.....

Class attending.....Which day.....Time.....

Amount Paid £..... (.....No of lessons & Admin Fee) Paying up to start of the next DD start date.

Terms and Conditions of Membership

1. The direct debit system is safe and has been carefully designed by the banks to keep the customer fully protected. West End Swim School Ltd, the company that operates Shirley Swimming Pool, has been approved to operate the scheme. The bank will reimburse you if a direct debit that does not conform to your instruction has been changed to your account. Your direct debit will commence of the first of the month after joining and first of the month thereafter. Payments are claimed in advance of the months swimming.
2. **One full calendar month's WRITTEN notice is required for cancellation of membership. EMAIL, verbal instruction Text or mail is NOT accepted. Customers must complete a direct debit cancellation form at reception and hand to staff member who will stamp it with the date received and give a copy back to the customer as proof of cancellation. Please ensure you retain a copy of this receipt in case of dispute. Membership cards must be returned to the pool when membership is terminated as these are the Pool's property.**

An example of this would be:

If you cancel on the 30th of July your membership will cease at the end of August.

If you cancel on the 1st of August your membership will cease at the end of September.

3. There is an administration fee of £5.00 for setting up or restarting Direct Debits.
4. Each swimmer will receive a membership card. This card must be swiped through the machine at reception every time the swimmer attends the swimming pool and on cancellation of membership returned to Shirley Swimming Pool.
5. It is company policy that all children are accompanied by teachers in lessons whenever necessary to ensure the most effective teaching.
6. Photographs and videos of the lessons may be used for promotional purposes on our website and in other media. If you have any objections please notify the company in writing before starting lessons.
7. Please do not bring your child to lessons if they are poorly, particularly if the illness is diarrhea. You normally have two weeks to re-arrange, more if the pool has imposed a shutdown.
8. Children should not be fed before swimming – at least an hour should be allowed to digest food before you attend swimming.
9. Please encourage your child to use the toilet and also shower BEFORE entering the pool.
10. Please use the lockers provided in the changing rooms. Each locker requires a 20p coin which is refundable.
11. If your son/daughter is over 7 years old they should get changed in the appropriate changing room
12. A well fitted pair of goggles makes a massive difference to your child's progress. We have a wide range of quality goggles for purchase and we can provide a fitting service and/or a recommendation. If you forget or lose your goggles we can provide goggles for the lesson. A £5.00 deposit is required and is refundable on return of the goggles.
13. Children enrolled in the swimming lesson program are able to attend public swimming free of charge. Children under 5 can bring a parent/guardian swimming free of charge. Parents/Guardians must pay £3.50 if they swim at the same time as their child's lesson. If it is not during their child's lesson the normal fee of £4.20 will apply for each parent/guardian.
14. If your child misses a lesson due to illness etc you must NOTIFY us, by giving 24 hours notice, wherever possible, either face to face, by phone or email.



15. Missed lessons, due to sickness, are unfortunate but we regret we cannot issue refunds for these but may be able to offer you a makeup lesson if we have available space in the lessons and teacher capacity to do so. PLEASE NOTE we are not obliged to offer you make up lessons if you cannot attend.

Make Up Lessons

- At Shirley Swimming Pool you have the unique opportunity to re-arrange lessons at times of illness and holidays. These are called "Make up" lessons.
- You MUST pre-notify us either face to face, by phone call, by email or leave a message on the answer phone if you are going to miss a lesson.
- Rebooking is subject to availability and you have a maximum of **two weeks** to try and arrange a space. We cannot guarantee to make up lessons or any specific space, teacher or "Double lessons" when arranging your "Make Up" lessons.
- If your absence is due to illness, please wait until you or your child has fully recovered before rebooking a "Make Up". (see note below)
- If you book a "Make Up" lesson and then you cannot attend it for any reason you will not be able to rearrange it.
- "Make Up" lessons are not transferable to any other child. They also have no credit or refund cash value.

Cancellation of Lessons

- If for any reason you decide to stop swimming, you must give Shirley Swimming Pool a **full calendar month's notice in writing**. Please ensure that you allow enough time to complete any make up lessons before the final payment expires.
- You must complete any outstanding "Make Up" lessons before your membership expires otherwise you will lose them.
- The Direct Debit is paid in advance at the start of each calendar month.

Pre Swimming Guidelines

- Please don't swim if your child is poorly, particularly if the illness is diarrhoea.
- Children should not be fed any food or fizzy drink before swimming - at least an hour should be allowed to digest food before you attend swimming.
- Please encourage your child to use the toilet & shower **BEFORE** they go swimming.
- Please use the lockers provided. The lockers take a 20p coin which is refundable.
- If your son or daughter is over 7 years old they should get changed in the appropriate changing room.
- A well fitted pair of goggles makes a massive difference to children's progress. We have a wide range of quality goggles for purchase and we can provide a fitting service and/or a recommendation. If you forget or lose your goggles we provide a deposit for goggles hire service. The deposit is £5.00 and is refundable on return of the borrowed goggles.
- Children enrolled in the Swimming lesson program are able to attend public swimming free of charge. Under five children can bring a parent/guardian swimming free of charge.
- Parent/guardian must pay £3.50 if they swim at the same time as their child's lesson.
- If it is not during their child's lesson the normal fee of £4.20 will apply for each parent/guardian.

Some other suggestions:

- 1. Try and be on time.** The activities that we use right at the start of the lesson vary each week around one key theme, getting warmed up. The introduction activity sets the tone for the next thirty minutes; bonding for the lesson ahead. It disrupts the lesson if children are late. Car parking can be difficult. At peak times look in the nearby community and health centres or adjacent streets.
- 2. Stay at the same time with the same teacher whenever possible.** Make up lessons are a fantastic and flexible way to keep your child swimming regularly, no matter what else comes up. ***Consistency of teacher is so important.*** It takes time to build a relationship of trust and

understanding- you just can't replicate that in a one off lesson. Try not to move your lesson unless it's really necessary.

- 3. Come poolside** if you are moving up or doing a make up lesson to make sure that the kids get to the right place on time. It also helps for teachers to connect a parents face to a child, when they need a quick word.
- 4. Good goggles** make the world of difference to progress. A good pair cost about the same as a lesson yet many children struggle through with eyes full of water, blind and distracted. When was the last time you tried to learn (a life skill) with your eyes shut?
- 5. Proper swimming costumes** not pyjamas or wetsuits, baggy shorts and sunscreen vests. They don't fit, restrict movement and create drag.
- 6. Breath control** is the key to learning to swim properly. The ability to swim using less energy that you are taking in is swimming. Exhalation in the water, through the mouth and nose, is fundamental. If your child is struggling to somersault because the water is going up their nose, or they can't get their face in yet, the solution is the same. Get a nose clip on with the goggles, in the bath, in the pool. Practise humming, get comfortable under water. You have to create a barrier in the nose with air. Practise; there is no way to avoid this crucial skill.
- 7. Monitor their progress.** Swimsafe is a freely available electronic feedback system that works two ways. All of your child's progress should be on there. If it's not, ask the teacher to update it. We have all the logins you need.
- 8. Tell David** If you are unhappy with progress, not the teacher. Email if you prefer. Don't tell anyone else, it won't help. You may be right, sometimes a change of teacher, different approach can make the difference. If you like what we are doing **Do tell the teachers and all your friends.**