

Cults Otters ASC - Learn to Swim - Information



Learn to Swim Programme

Cults Otters ASC Learn to Swim is affiliated to the Scottish Amateur Swimming Association and has achieved SwiMark accreditation.

The Learn to Swim programme runs over two terms, August to December and January to July. Term dates will run in conjunction with the Aberdeen City school terms, and will take into account school holidays and public holidays.

Aqua 1, 1a, 2 and 2a lessons are held over a 30 minute timeslot, Aqua 3 lessons are held over a 45 minute timeslot and Development 1 and 2 lessons are held over a 1 hour timeslot.

Payment of Fees

Fees must be paid termly and in advance.

Fees are to be paid **by return**. Cheques should be made payable to Cults Otters ASC, and sent to:

Jo Gibson
LTS Administrator
2 Kirkbrae View
Cults
Aberdeen
AB15 9RU

If you wish to pay by cash then please contact Jo on 01224 868124 to arrange payment.

Please note that if payment for a renewal is not received before the deadline date, we can no longer reserve your place for that term and if another customer books the space, your space will be lost.

Please make sure your fees are paid before the beginning of term or your child will not be allowed to swim

Pool Hire Charges / Fees Increase

Due to an increase in pool hire costs from Aberdeen City Council following the move to the new Cults Pool, we regret that we have to increase lesson fees to the following:

Aqua 1 – 2a	£4.50
Aqua 3	£4.95
Development 1 and 2	£5.50

Renewing Swimming Lessons

Once you have begun swimming lessons with us we will automatically send you a re-enrolment letter for the next term offering you the opportunity to renew your lessons for the following term.

Please let us know if your child will not be returning next term.

Changing Lessons

You may request a change of time and / or day and we will accommodate your request, provided a space is available. Please also let us know if your child will not be returning next term.

Please contact the LTS Administrator, Jo Gibson, by e-mail cults.otters.lts@gmail.com or telephone 01224 868124 as soon as possible. A list of classes can be found on the Cults Otters website www.cults.otters.co.uk

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Refunds Policy

If after booking lessons you wish to cancel, you may do so by contacting the LTS Administrator Jo Gibson by e-mail cults.otters.lts@gmail.com or telephone 01224 868124 within 7 days of making the booking. You will receive a refund of the payment made, less 10% administration charge.

If you wish to cancel after 7 days of making the booking you may do so by contacting the LTS Administrator Jo Gibson in writing at any time before your first lesson or up to 3 working days after your first lesson. You will receive a refund of payment made, less fees for the first lesson (if applicable) and less 10% administration fee.

After this period we cannot offer refunds or credit notes if you are unable to attend lessons.

If you cannot attend for a number of lessons in a row for medical reasons, we can refund for those lessons missed if a doctor's note is provided and the LTS Administrator is made aware of this.

Pool Closures and Cancelled Swimming Lessons

In the event of a pool closure we will make every attempt to contact our customers as soon as possible. Please be aware that as the pool is operated by contractors on behalf of the Council, pool closures due to staffing or operating issues are outwith our control.

All parents/guardians are requested to supply us with a mobile telephone number as well as a home telephone number for quick communication purposes.

In the event of a pool closure, a credit note (vouchers) will be given in lieu of future payment for the following term. In an instance where a pupil is not returning to our classes for a further term, a refund for cancelled lessons will be given.

Swimming Lesson Dress Code

All children should wear tight fitting costumes/trunks. (Baggy costumes/trunks can restrict movement).

All children must wear the Cults Otter ASC swimming cap (available to purchase from swimming teachers for £3.50) – caps will protect the swimmers hair and reduce problems of clogged filters in the pool

Where possible, pupils should refrain from wearing goggles as this can restrict progression.

Moving Up a Level

Teachers will be continually assessing the progression of all pupils throughout the term rather than assessing children at the end of term. Pupils will be moved up to the next level as soon as they have achieved the skills necessary to progress. Parents / guardians will receive a notification letter with the new class details and a swimming certificate. Whilst we cannot guarantee a timeslot on progression, we will do our best to minimise any changes and consideration will always be given to siblings or other family members.

Please note that swimmers moving from Camphill to Cults will go into an Aqua 2 class

Asthma

If your child suffers from Asthma and an inhaler is required, please ensure that the inhaler is taken onto pool side. Please ensure that your child's name is on the inhaler.

Pupil Illness

If your child is unwell, we recommend that you do not bring them to their swimming lesson.

If your child has been ill within the last 14 days with diarrhoea they should not attend their lesson.

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Teaching Policies and Parental Responsibilities

It is our policy to endeavor to provide a temporary replacement Swimming Teachers in the event of any instructor absence.

If a teacher is absent, Cults Otters LTS reserves the right to join classes together if considered appropriate. We will always try to put a replacement teacher in place immediately however, if this is not manageable we would put the classes together in order to avoid the cancellation. This would be an extremely rare occurrence as additional teachers are usually available to cover any such eventualities.

We reserve the right to replace Swimming Teachers, if necessary, once the term has started

Swimming Teachers are only responsible for pupils during their swimming lessons and parents and/or guardians are responsible at all other times. The swimming lesson begins when the Swimming Teacher accepts charge of the pupil and ends when the lesson finishes.

Parents must remain on the premises whilst the pupil is in their lesson. This is imperative in case of the unlikely event of a medical emergency, building evacuation or other emergency situation.

Parents/guardians must never distract the teacher during a lesson and should direct all communication through the mentor poolside (Cults) or level 2 teacher (Camphill). At Camphill speak to the teacher at the beginning or end of the lesson. Parents/guardians attempting to speak with a teacher during the period that lessons are in progress is dangerous as it will distract the teacher from the supervision of the pupils in their lesson.

Child Protection

Child protection, including bullying, is in line with the Amateur Swimming Association child protection policies. This can be found on the Cults Otter ASC website under Health & Safety / Child Protection.

Complaints

Please contact Sonia Richardson 01224 316854, or email srichardson984@btinternet.com

Learn to Swim Co-ordinator
Sonia Richardson
56 Gray Street
Aberdeen
AB10 6JE
01224 316854
srichardson984@btinternet.com

Learn to Swim Administrator
Jo Gibson
2 Kirkbrae View
Cults
Aberdeen
AB15 9RU
01224 868124
cults.otters.lts@gmail.com



Rules & Safety Procedures for Swimmers / Parents

Changing Rooms / Showers

- Outdoor shoes must be removed before entering the changing rooms / spectators area (Camphill only).
- Swimmers should be supervised by Parents or Guardians at all times. This is not the responsibility of the swimming teachers.
- Swimmers should remove sweets, chewing gum etc. from their mouths before going on poolside.
- Swimmers should remove all jewellery, watches etc. and make arrangements for safekeeping. Swimming teachers will not be responsible for the safekeeping of valuables.
- PLEASE DO NOT LEAVE ANY VALUABLES IN THE CHANGING ROOMS AT ANY TIME.
- Girls changing Room – please ensure that all boys who are 8 years old and above get changed in the boys changing room.
- Boys changing Room – please ensure that all girls who are 8 years old and above get changed in the girls changing room.
- Girls changing Room – No adult males are allowed in the girls changing room.
- Boys changing Room – No adult females are allowed in the boys changing room.
- Bullying – Cults Otters Amateur Swimming Club DO NOT tolerate any bullying, please ensure that your child is aware of this. If any situation of bullying arise please contact Sonia Richardson 01224 316854 or e-mail srichardson984@btinternet.com a.s.a.p.
- No running.
- Please note that no outdoor shoes are permitted in the shower area.

Poolside / Spectators

- Please ensure that your child's teacher is on poolside before leaving them, no parents on poolside please.
- Parents should ensure that swimmers go to the toilet and blow their nose before their lesson. It is not the responsibility of the Swimming Teachers / assistants to take swimmers to the toilet.
- Parents, relatives or friends of the swimmer are welcome to watch. Spectators should remain in the seating area and accompanying children must be supervised at all times.
- Please do not distract the Swimming Teachers or swimmers during the lesson.
- No running on poolside.
- No cameras or camera phones are permitted on poolside and no photography or filming is permitted in the pool area.
- Please take towels on poolside.

Parking

- Reverse parking only at Cults and Camphill - please park in marked bays ONLY. The disabled parking space is for the use of disabled badge holders ONLY.

Lost Property

Cults Pool - Is in the first aid room / nurse room on pool side, please ask a teacher so you can have a look

Camphill Pool - Lost property can be found on the pegs where you take your shoes off or in the lost property bin on the stairs.