



## Code of Conduct for Parents

Parents are expected to implement the following with immediate effect:

1. Complete and return the Children's Booking Form as requested by Splash Swim School (Uk) Ltd. (Referred to as Splash in the remaining document) and detail any health concerns relevant to the child on the consent form. Any changes in the state of a child's health should be reported to the Splash Teacher prior to the teaching session beginning, also notify the Splash Office if relevant on-going medical information. Ensure that the Splash Office has up to date contact details for you and any alternative person.
2. Arrive punctually for the lessons. Inform the Splash Office if there is an unavoidable problem and you will not be able to attend. If Splash has to change your child's group or time, please remember the change is to provide the most appropriate level of teaching and enable your child to progress, it should be facilitated and encouraged at all times.
3. Ensure that your child is properly and adequately attired for the lessons including all relevant equipment. All swimmers in Beginners, and those of the same ability in private lessons are to wear a swimming hat (i.e capable of swimming a width unaided on front and back, confidently putting face in the water). This is optional in earlier stages. Goggles are optional from Improver 1 and above (learning over arm on front crawl). We do not encourage the use of goggles before reaching this level as we like to ensure that all Splash swimmers are happy and confident without them for safety reasons, it also opens up many more water based sports opportunities if they are face confident.
4. Encourage your child to obey rules and teach them that they can only do their best
5. Behave responsibly as a spectator and treat swimmers, teachers, other parents and the Sports Centre staff with due respect meeting the ASA commitment to equality, diversity and inclusion
6. Ensure that you do not use inappropriate language within the Sports Centre/Health Club
7. Show appreciation and support to your child
8. Do not enter poolside unless requested by a Splash member of staff, or in an emergency.
9. Due to limited space around the pool, the following must be followed at the Stable Club in order to provide a safe and conducive learning environment for the children:  
One adult per private lesson may watch on poolside  
One adult per group lesson may watch on poolside (if children are in non swimmers and above)  
There is a watching rota held at Reception to sign, do not sign more than twice in one term to give others a chance.  
If you wish to watch through the large pool windows, walk out of the Stable Club, turn left and follow the building around until coming to the large windows outside.
10. If you are watching on poolside please sit quietly, if you are noisy you will be asked to be quiet, failure to do this will mean that you will be asked to leave the poolside, failure to leave when asked will then mean that your child will cease to be taught and no refund will be given. It is imperative that noise is kept to a minimum so that the children can hear the teachers and so the Splash staff can maintain the safest possible environment.
11. Ensure that you remain on site so that we can contact you should we need to.
12. Do not use a mobile phone in the changing rooms or on poolside
13. Ensure that any child aged 8 or over must change in their own sex changing room (English Law)
14. Most of all help your child enjoy their swimming and achieve it to the best of their ability

Splash will undertake to:

- Inform you at once if your child is ill and ensure their well being until you are able to collect him/her
- Ensure good child protection guidelines are followed at all times to keep your child safe
- Ensure all activities are properly taught/supervised

PTO

The parent has a right to:

- Make a complaint to the Splash Office if they feel that a Splash Employee or a member of Splash is not acting appropriately
- Make a complaint to the Sports Centre Manager/Health Club Manager if they feel that a member of the centre staff or a member of the centre is not acting appropriately.

Any misdemeanours and breach of this code of conduct will be dealt with by Splash Swim School (UK) Ltd.