

Kilkenny Local Authorities Leisure Complex Ltd
T/A The Watershed, Bohernatounish Road, Kilkenny

Tel: +353 56 7734620
Web: www.thewatershed.ie



Booking and Payment:

1. Enrolments are made online through CoursePro, our swim lessons administration software
2. Re-enrolments in subsequent terms are made by topping up your account online through CoursePro
3. A No Refund policy applies to all bookings
4. All bookings are final and refunds or credit will not be offered for any non-attendance
5. The correct swim level must be booked for each child. If the wrong swim level is booked, the child will not be permitted to attend lessons and no refund will be made
6. The following are the minimum age requirements for attending Children's swim courses/lessons at The Watershed, if a false date of birth is given when enrolling, the child will not be permitted to attend lessons and no refund will be made:
 - Ducklings 4 Week Swim Course - ages 3, 4 and 5 years
 - Children's Group Lessons Levels 1 to 7 - age five and a half years minimum
 - Sharks Advanced Lane Coaching - ages 10 and over - providing the child has completed Level 7 of group lessons or is at the equivalent standard of same
7. In the case of an illness or injury a medical certificate must be provided. Credit for non-attendance at lessons due to illness or injury is not given unless notified to The Watershed in advance of or within seven days after the missed lesson
8. Payment by the customer is deemed as acceptance in full of all Terms and Conditions, including the Code of Conduct and Changing Village policy
9. Failure to adhere to the Terms or failure to observe the Code of Conduct and/or Changing Village policy will result in swimming lessons being withdrawn and no refunds will be made

Code of Conduct and Changing Village Policy:

1. A Code of Conduct applies to all children attending swimming lessons and to all parents/adults accompanying children to swimming lessons (**see Appendix 1**)
2. Use of the Changing Village before and after swimming lessons is governed by our Changing Village Policy (**see Appendix 1**)
3. Failure to observe any clause within the aforementioned code/policy will lead to the immediate withdrawal of access to lessons and facilities and no refund will be made

Compulsory:

1. All children must wear a swim hat whilst in the swimming pool
2. All children must pre-shower before entering the water, by standing under the showers by the entrance to the pool deck, for approximately ten seconds
3. All children must use the bathroom before the start of the lesson
4. Hats and goggles (if goggles are being worn) must be fitted securely by the child or parent before the start of the lesson

Unexpected cancellations by The Watershed:

1. Should unexpected circumstances arise that lead to a lesson being cancelled, The Watershed will make every effort to inform the customer giving as much advance notice as possible
2. Due to the nature of said circumstances, advance notice may not always be possible
3. In this situation, The Watershed will give a swim voucher to the value of any missed lesson in recompense, additional lessons or refunds will not be given

Changes to the Lesson Schedule by The Watershed:

1. The Watershed operates four nine-week terms of swim lessons throughout the academic year. Dates/days/times of lessons are not expected to change during the year; however, certain circumstances can arise which will necessitate a fundamental change to the schedule and structure of lessons. In the very unlikely event that such a change becomes necessary, The Watershed will inform all customers in advance giving as much notice as practicable
2. Should such a change occur, a customer will be given the opportunity before re-enrolling in a new term, to defer their swim lessons for a maximum of two swim terms or to receive a refund, a refund in this case will mean the place is swim lessons will be lost

Swim Instruction:

1. All swim lessons are taught by teachers who are qualified and certified to do so
2. Swim teachers attend ongoing professional training
3. The Watershed group swim lessons are based on the 'Learn To Swim' syllabus provided by Swim Ireland
4. The Watershed as far as practicably possible will endeavour to provide the same swim teacher(s) throughout the swim term, however this is not always feasible due to illness, annual leave and/or recruitment issues

Terms & Conditions Children's Swimming Lessons

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Signing In:

1. Parents must sign their child in for every swim lesson attended, on the sign-in sheets provided at Reception

Ducklings:

1. Ducklings is a four week swim course designed to introduce very young children to basic water skills and give them a sense of confidence and independence in the water, it is a standalone course and not part of our swim school
2. Participation in or completion of Ducklings does not lead to automatic enrolment into group swimming lessons Level 1
3. Ducklings may be repeated as often as a parent wishes
4. Re-enrolment in subsequent terms of Ducklings is not automatically provided, The Watershed will provide a date for open enrolment in each four week course and parents must enrol their child online via CoursePro each time

Children's Progress in Levels 1 to 7:

1. The Watershed recommends that children attend the pool to practise their swim skills in between lessons. Attending lessons once a week and not visiting the pool to practise in between lessons will slow down the child's progress
2. All children learn and progress at different rates. It is not unusual for a child to repeat a swim level several times
3. Children are not moved on to the next level without demonstrating to their teacher during assessment, that they have made sufficient progress to have achieved the criteria within their syllabus

Re-Enrolment in Levels 1 to 7:

1. It is the responsibility of the customer to ensure that The Watershed have their correct and most up to date contact information
2. An email will issue from CoursePro with an invitation to top up and re-enrol in the following term
3. If a re-enrolment email is not received, the customer must make contact with The Watershed
4. All re-enrolments must be completed via CoursePro
5. Re-enrolments can only be made within the timeframe specified. Places are not guaranteed for any bookings made thereafter and any payments received after the deadline date may be refunded to the customer
6. After the re-enrolment timeframe has expired, any remaining spaces are made available to the public for open enrolment

Requests for changes to lesson times:

1. The lesson day and time booked by the customer, will remain the lesson time throughout the swim term and for all subsequent re enrolments, while the child is attending Levels 1 to 5.
2. When a child moves to Level 6, the lesson time may change to facilitate lane swimming, but will remain the same for subsequent enrolments thereafter.
3. If the customer requires a change to the lesson time, re-enrolment must first be completed using the link provided in the email received, this will guarantee the child's space in lessons. An opportunity will be given to make a change thereafter. If a suitable alternative time is not available, the customer's payment will be refunded in full.

Completion of Level 7 and Access to Sharks:

1. Once a child has reached the end of the Swim Ireland programme, they can enrol in The Watershed's Sharks Lane Swimming programme for ten to fifteen year olds
2. Access to Sharks is not automatically provided, customers will be given information on how to enrol in Sharks and enrolment will be made using the CoursePro system
3. Once enrolled in the Sharks programme, children will be offered the opportunity to continue in subsequent Sharks terms for as long as they or their parent wishes
4. The procedure for re-enrolment in Sharks is the same as for Group Lessons Levels 1 to 7

Supplementary Terms:

1. The Watershed Code of Conduct and Changing Village Policy are supplementary terms that must be read and adhered to by all children, parents and all visitors to The Watershed at all times. Please see Appendix 1 overleaf

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Appendix 1

Code of Conduct

The Watershed is committed to providing the best possible service to all customers and to upholding the highest standards of safety and wellbeing for employees and customers alike

In order to help us keep this commitment, the following sets out the standards of behaviour we expect from our customers and any visitors to The Watershed, while they are attending, visiting and/or using our facilities:

- We expect that all customers and visitors will treat staff in a courteous manner whether in person, by phone, in writing or online
- We will not accept the use of offensive, threatening or inappropriate language, gestures or behaviour towards staff
- We will not accept the use of offensive, threatening or inappropriate language, gestures or behaviour towards other customers and members of the public
- The following behaviour will not be accepted:
 - Behaviour which is disruptive and interferes with the use and enjoyment of the facility by others
 - Malicious damage to and/or theft of property
 - The use of alcohol and illicit drugs
 - Smoking and vaping
 - Littering
 - Photography and filming without permission
 - Personal property being left unattended
 - Personal property being left in changing or showering cubicles for the purpose of 'reserving' same
 - Customers waiting in changing cubicles or holding changing areas or showers for their children or other customers
 - Children left unsupervised in any part of the facility, indoors and outdoors
 - Disregard of or non-compliance with instructions given by Watershed staff
- Accessing any part of the facility without checking in, signing in or swiping in with membership card at Reception is strictly prohibited
- Accessing any part of the facility without payment of the appropriate fee is strictly prohibited
- Each area within the facility has it's own regulations for use which must be observed at all times
- Regulations for the use of the Pool Changing Village must be observed by all customers at all times, without exception (see below)

Use of the Changing Village for Swimming Lessons

- Customers are advised to attend for lessons 'beach ready' i.e. wearing their swimming costume under their clothing for a quick change when they arrive for lessons
- Children are requested to use the Group Changing Rooms when attending for swim lessons
- Parents are respectfully requested to observe the male and female signs on the group changing room doors
- All personal belongings must be stored in the lockers provided at all times
- All personal belongings must remain in lockers while showers are being used
- Any belongings left in changing cubicles while children are in lessons may be removed by Watershed staff and placed in the nearest available open locker
- The Watershed are not responsible for any item that was not locked in one of the lockers provided
- Customers sitting in or holding changing or showering cubicles for children or other customers for any period of time, is strictly prohibited and will not be tolerated under any circumstances
- All customers are expected to treat each other with respect at all times. Personal disputes or conflicts may not take place on our premises and our staff will not take sides in any disagreements. Any disruptive behaviour may result in the withdrawal of lessons/access to facilities
- Parents are not permitted to wait in any area of the Changing Village while lessons are taking place and must observe if they wish, from the viewing galleries
- Parents are not permitted to gather at the entrance to the pool deck at any time
- Mobile phones may not be used at any time for any purpose, whilst in the Changing Village

Management reserves the right to refuse admission or withdraw access to facilities