

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 online through CoursePro.
3. All bookings are final and refunds or credit will not be offered for any non-attendance.
4. The correct swim level must be booked for each child. If the wrong swim level is booked and there is no space in the correct level, the child will not be permitted to attend lessons.
5. A No Refund policy applies to all bookings. A swim voucher may be given at the discretion of the Chief Executive in cases where a child is unable to take part in lessons due to the wrong level being booked.
6. 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.
7. Payment by the customer is deemed as acceptance in full of all Terms and Conditions—including The Code of Conduct—failure to observe the Code of Conduct will result in swimming lessons being withdrawn and no refunds shall be made.

Code of Conduct:

1. A Code of Conduct applies to all children attending swimming lessons and all parents/adults accompanying children to swimming lessons. **(See Appendix 1 Swimming Lessons Code of Conduct)**.
2. Failure to observe any clause within the Code of Conduct will lead to the withdrawal of access to facilities and in this case no refund will be made.

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. The Watershed will give a swim voucher to the value of the 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 in 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 within the academic year.
3. The Watershed swim lessons Levels 1 to 8 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, staff holidays and recruitment issues.

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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.

Children's Progress:

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-Enrolments:

1. It is the responsibility of the customer to ensure that The Watershed have their correct and most up to date contact information.
2. The Watershed will email all customers in weeks six and seven of the swim term with an invitation to re-enrol in the following term.
3. All re-enrolments must be completed using the link provided in the email received from The Watershed.
4. If a re-enrolment email is not received, the customer must make contact with The Watershed so that a manual re-enrolment can be made
5. Re-enrolments must 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

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 8 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, which will take place on Eventbrite.
3. Once enrolled in the Sharks programme, children will be offered the opportunity to continue in subsequent terms via email with online enrolment link provided by The Watershed.

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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 or behaviour towards staff and/or 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
 - Children left unsupervised in any part of the facility, indoors and outdoors
 - Parents sitting in changing cubicles or holding changing areas or showers for their children
 - Disregard of or non-compliance with instructions given by Watershed staff
- 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.

Use of the Changing Village for Swimming 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 changing room doors.
- **Customers sitting in or holding changing cubicles for children while in lessons is strictly prohibited and will not be tolerated under any circumstances.** Note Failure to observe this rule may lead to the withdrawal of swim lessons and no refund shall be made.
- Mobile phones may not be used at any time for any purpose, whilst in the Changing Village.
- 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.
- Any belongings left in changing cubicles while children are in lessons will 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.

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