

Code of Conduct for Parents

1. Complete the online booking form, detailing any special needs, allergies or health concerns relevant to the swimmer. Any changes in the state of a child's health should be reported to a Splash Teacher prior to the lesson and notify the Splash Office of any changes.
2. Arrive punctually for the lessons. Inform the Splash Office if 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 to the best of their ability, 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 are recommended to wear hats; this is compulsory in ages 5.
4. We do not encourage the use of goggles before reaching Goldfish 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 in the future.
5. Encourage your child to obey the pool rules and teach them that they can only do their best with their swimming.
6. Behave responsibly as a spectator and treat swimmers, teachers, other parents and the Venue staff with due respect and therefore meeting the ASA commitment to equality, diversity and inclusion
7. Ensure that you do not use inappropriate language within the swimming venues.
8. Move around the venues quietly and considerately, keeping all children in your care safe and quiet, as the venues we use are also working environments.
9. Show appreciation and support to your child
10. If you are watching on poolside please sit quietly, so the Splash staff can maintain the safest possible environment for your child or children.
11. Ensure that you remain on poolside so that we can contact you should we need to; if you are going elsewhere e.g. The Middlemoor café please notify your child's teacher prior to leaving poolside so that we know how to contact you in an emergency.

12. As a child protection measure, the use of mobile phones or device with a camera is prohibited in the changing rooms or 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 to enjoy their swimming and achieve and progress to the best of their ability

Splash will undertake to:

- ◆ Inform you at once if your child is ill or we have any concerns.
- ◆ Ensure good child protection guidelines are followed at all times to keep your child safe
- ◆ Ensure all activities are effectively taught and supervised

The parent has a right to:

- ◆ Make a complaint to the Splash Office if they feel that a Splash Teacher or member of staff is not acting appropriately
- ◆ Make a complaint to the Venue Manager if they feel that a member of the venue staff is not acting appropriately.
- ◆ Any misdemeanours and breach of this code of conduct will be dealt with by Splash Swim School (UK) Ltd.