

LONDON BABY SWIM CODE OF CONDUCT

The purpose of this document is to outline the conduct for those attending London Baby Swim sessions, either as swimmers or as spectators.

We ask that you follow this Code of Conduct not only to enhance both your child's and your swimming experience but also for the safety and wellbeing of all those attending the pool.

London Baby Swim reserves the right to expel any person(s) who fail to comply with these guidelines with no refund.

GENERAL

1. You should arrive at the pool in sufficient time to allow the class to begin as scheduled. If you arrive ten minutes late for your lesson, the instructor will not allow you in the water and we will not be able to offer you a makeup lesson.
2. One responsible adult must enter the water with each baby or toddler. At London Baby Swim Centres, we allow only ONE parent per child in the changing and pool areas, any other parent/carer must remain in the viewing area.
3. Please respect the privacy of the pool providers. You must not enter any other part of the property other than that which has been allocated to London Baby Swim for the purpose of access to and from the pool (indoor pool, spectators area and entrance area)
4. You should only park your car in the areas allocated to London Baby Swim and comply with any instructions provided by London Baby Swim.
5. DO NOT bring buggies/pushchairs inside the building and just use the area provided for that purpose. Instructions for different centres will be sent with the London Baby Swim Course Information email 14 days prior to your course. Please make sure you lock and secure your pushchair/buggies to avoid theft.
6. Car seats are NOT allowed into the poolside or changing areas.
7. All property left within London Baby Swim premises, including but not limited to, car park, entrance, spectators' areas, changing areas and poolside area, is left at your own risk. London Baby Swim will not accept any liability for articles lost, damaged, or stolen in any London Baby Swim Centre. Please make sure you have all your belongings with you before leaving.
8. Photography and Video recording may only be taken from the spectators' area with the permission of your Instructor and the rest of the class. Please refer to our Term and Conditions section 13 for more information. No photography (including mobile phones) may take place in any pool area or changing areas.
9. Please note underwater filming or photography is prohibited while in the swimming pool during London Baby Swim lessons.

CHANGING & SHOWER AREA

1. Please use only assigned changing areas for changing purposes and not the spectators' area.
2. **With no exceptions all footwear (including flip-flops/pool shoes and socks) must be removed before entering the changing and poolside areas.** Since we cannot guarantee that the footwear has been used just indoors, London Baby Swim will only allow barefoot swimmers in the pool and changing areas. Please make sure you leave your shoes and socks on the shoe rack provided, as they are a potential trip hazard when left elsewhere.
3. We DO NOT ALLOW both parents in the changing and poolside areas. The second parent or relative must wait on the spectators' area. They will be no exceptions on this matter.
4. You MUST shower and use the amenities before entering the pool, as creams, oil, and dry skin will affect the quality and chemistry of the water.
5. ENSURE you maintain direct supervision of those in your care when entering and exiting the shower, W.C. and changing areas.
6. Change as quickly as possible before and after swimming to allow the previous and following class to change.
7. Make sure you leave your belongings (NO VALUABLES) in the boxes provided and not on the floor or benches, in order to allow the subsequent class to use the changing area whilst you are swimming.
8. Ensure when entering/leaving changing and pool areas, you do so quietly not disturbing the lesson in progress.
9. London Baby Swim provides changing mats placed on the floor for safety reasons. Please make sure you use the Disinfectant Wipes provided in all the changing rooms to wipe the changing mat before and after use. Please make sure you wrap your wet baby/toddler in a towel before placing them on a changing mat.
10. Parents are responsible to take all used nappies, wipes and tissues with them inside the nappy bags provided in all the changing rooms. Please make sure you DO NOT DISPOSE of them in any bin or container within London Baby Swim premises.
11. London Baby Swim does not provide lockers for safety and space saving reasons. We provide boxes that must be kept under the benches to avoid a trip hazard. Boxes provided in the changing areas are to be used to keep clothing and bags and for not disposal of rubbish and/or used nappies.
12. Please make sure your baby/toddler is dry before putting them in the playpens.

POOLSIDE AREA

1. RUNNING is not allowed anywhere inside our London Baby Swim centres.
2. Pay attention to the information provided by your instructor. Please make sure you wait to enter the pool in the designated waiting area. Please DO NOT enter the pool whilst there is another class in progress and only when requested by your Instructor. Please DO NOT enter the pool if your Instructor is not in the water.
3. Please ensure you and those in your care DO NOT do anything that may constitute a danger to yourself or others.
4. When on Poolside waiting for your lesson, please speak quietly, as too much noise will disturb the current class and could upset other children.
5. Please report all accidents, dangerous occurrences, unsafe or unhealthy conditions or other hazards to your Instructor or alternatively contact us by email on post@londonbabyswim.co.uk. Ensure that your Instructor or an appointed person by London Baby Swim records any accidents, regardless of how minor they are.

HEALTH & SAFETY AND HYGIENE

1. London Baby Swim operates a double nappy system for all babies and toddlers until they are toilet-trained. The double nappy system is a disposable or reusable swim nappy underneath a Happy Nappy (neoprene nappy), which should fit closely enough to form a tight seal around the waist and thighs. Children wearing swim trunks, swimsuit, Eczema Suit or similar are welcome, however they will still have to wear the double nappy system underneath if not toilet-trained. Adults must wear appropriate swimwear and never outdoor clothing. Please note the instructor will not allow any children/adult who does not wear the appropriate swimwear.
2. NEVER come to your swimming lesson if you and/or your child have any illness, such as, but not limited to: chest infection, conjunctivitis, measles, chicken pox, impetigo, ear infections, asthma or a heavy cold (first days of the cold). Please DO NOT come to your swimming lesson until the symptoms have cleared at least 48 hours prior to your swimming lesson or when your doctor has given the all-clear.
3. UNDER NO CIRCUMSTANCES must anyone suffering from diarrhoea or vomiting attend swimming during illness and up to 2 weeks after full recovery and stools have returned to normal.
4. You must ensure those in your care are under your direct supervision from the time of your arrival until departure from any London Baby Swim Centre.
Children must NOT be left unattended at any time.
5. We do welcome spectators at our sessions but for Safety reasons and for the comfort of the group, this is limited to a **maximum of two per baby per session**. We do ask spectators do not enter the changing or pool areas without exception.
6. Any person using London Baby Swim facilities must familiarise themselves with the Fire Exit and Evacuation procedures. Please make sure you DO NOT block any of the Fire Exits. By doing so, it would incur a breach of the law and legal action may be taken.
7. If you see or make any mess, please inform the instructor or cleaner immediately.
8. **NO at London Baby Swim Centres:**
 - a) **No food or drink to be consumed by child or adult in the changing and pool areas.** Please use the spectators' area.
 - b) **No glass** is allowed at London Baby Swim premises, including the spectators' area.
 - c) **No Smoking** is allowed at London Baby swim premises including outdoor areas.
 - d) **No footwear of any kind** is allowed in changing or poolside areas. **This includes Adult and Children's footwear**
 - e) **No pushchairs/buggies** inside the building.
 - f) **No children scooters** or similar inside the building.
 - g) **No Car Seats** inside the changing and pool areas.
 - h) **No animals are allowed** at any London Baby Swim Centres.