

SWIM SUPERB

BUILDING CONFIDENT SWIMMERS

PARENT HANDBOOK

Terms and Conditions included.

Building confident swimmers, together.

01257 443476 | hello@swimsuperb.co.uk | www.swimsuperb.co.uk

Welcome to Swim Superb

Welcome to the Swim Superb family! We're delighted you've chosen us for your child's swimming journey.

Swim Superb is a family-run swim school based across Lancashire, founded by Tom and Jess. Tom brings a lifelong background in swimming, and Jess brings extensive experience working with children. Together, we've built a school that focuses on doing things properly from day one, with warm, attentive teachers, structured progression, and genuine care for every swimmer.

This handbook brings together everything you need to know as a Swim Superb parent, from how our lessons work to our policies on payments, attendance, and safeguarding. Please keep it somewhere handy, and don't hesitate to get in touch if you have any questions.

Acceptance of these terms

By booking a place on lessons with Swim Superb, whether for yourself or on behalf of your child, you confirm that you have read, understood, and agree to be bound by this handbook, together with our Terms & Conditions, Refund Policy, Privacy Policy, and Safeguarding Policy (all available at www.swimsuperb.co.uk). Together, these documents form the entire agreement between you and Swim Superb in relation to your lessons, and continued attendance at lessons following any update to this handbook constitutes acceptance of the updated terms.

Swim Superb may update these terms occasionally. You will be notified of updates either by receiving the new version or by being informed of minor changes.

Our Approach

Most swim schools teach lessons. We build swimmers. Our approach is built around five principles, which we call the 5 Star Swim Superb System:

- **Secure** — we help every swimmer feel safe and comfortable in the water first, because confidence changes how children learn.

- **Support** — our teachers get in the water with your child, offering hands-on, individual attention rather than teaching from the side.
- **Strengthen** — lessons are carefully structured so swimmers build real technique and stamina, not just a badge.
- **Succeed** — we focus on long-term confidence and skills for life, not rushing swimmers through stages before they're ready.
- **Superb** — as a small, family-run school, every swimmer is known by name, not just a number. It's this personal touch that ties the whole system together.

What this means for you and your child:

- Small class sizes and maximum practice time in the water
- Consistent teachers who get to know your child as an individual
- Structured lessons aligned with the Swim England framework
- A confidence-first approach, especially for nervous swimmers
- Lessons for babies, children, and adults, including SEN provision

Our Venues

Venue-specific details, including pool times, parking, and facilities, are available on our website at www.swimsuperb.co.uk/locations.

Booking & Getting Started

Lessons can be booked online at our booking page or by calling the office on 01257 443476 (Monday to Friday, 9am–3pm).

Once you've booked, you'll receive an email to set up your unique Soakly account. This is our customer hub, where you can manage your booking details, view invoices, and keep your contact and medical information up to date. Please make sure your details are always current, as this is how we stay in touch about your child's lessons.

If your preferred class is full, you can join our waiting list at www.swimsuperb.co.uk/waiting-list and we'll be in touch as soon as a space becomes available.

Pricing & Payments

Lessons run for 50 weeks of the year. Prices vary by venue and class type. The exact pricing will be confirmed at the point of booking.

How payments work

- Your first payment is made by card when you book.

- Ongoing payments are collected monthly by Subscription via Stripe.
- Monthly charges reflect the number of scheduled lessons that month, so this may vary slightly month to month.
- If your lessons are term-time only, you won't be charged during school holidays. Please don't cancel your subscription during these breaks, as you won't be charged while lessons are inactive.
- A £10 administration charge applies if a Subscription setup is incomplete or a payment is late.

If payments are missed, we reserve the right to pause pool access, and unpaid balances may be referred to a debt recovery agency.

Our Money-Back Guarantee

We're confident your child will love learning to swim with us. That's why every new enrolment comes with a 4-week money-back guarantee, covering your first four lessons.

If it's not the right fit, simply let us know in writing at hello@swimsuperb.co.uk within this period, and we'll refund any remaining prepaid lessons you haven't yet attended. No notice period is required during this window.

Attendance & Catch-Up Lessons

We understand that lessons are sometimes missed. Here's how our catch-up system works:

- You're entitled to a maximum of 2 catch-up lessons per 16-week term.
- To qualify, you must notify us within 24 hours that your child will miss (or has missed) a lesson, by emailing hello@swimsuperb.co.uk.
- We're unable to offer a catch-up if we weren't told at least 24 hours before the lesson, as spaces are allocated in advance and we can't make exceptions after the fact.
- Catch-up lessons can be used within the same term the lesson was missed, or the following term only.
- We hold two catch-up windows each year, at Easter and in the Summer, with daytime, midweek lessons specifically for this purpose. These sessions must be booked at least one month in advance, as spaces are limited.

2026:

25th, 26th and 27th August

2027:

30th, 31st March and 1st April

24th, 25th and 26th August

- If a catch-up lesson has been arranged and you're unable to attend, this doesn't qualify you for a further catch-up.
- All catch up lessons are subject to availability. Should there be no suitable availability for your family, the catch-up doesn't hold any monetary value and the missed lesson will be forfeited.

Cancelling Your Lessons

If you decide to stop lessons, we require a full calendar month's written notice, sent to hello@swimsuperb.co.uk:

- Notice given on or before the 5th of the month: your final lesson will be at the end of that same month.
- Notice given after the 5th of the month: your final lesson will be at the end of the following month.

For example, notice given on 3rd June means lessons end on 30th June, while notice given on 10th June means lessons end on 31st July.

Cancellation is only confirmed once you've received a reply from us, so please make sure you get a response. We're unable to accept cancellations by phone, WhatsApp, or social media. Lessons already attended can't be included in your notice period, and missed lessons during notice are non-refundable.

Extended medical absence

If your child needs to be away from lessons for a longer period due to illness or injury, please get in touch. Refunds aren't guaranteed in these cases but may be considered, particularly for absences of more than 6 consecutive lessons, with a doctor's note.

Medical Information

Please disclose any relevant medical conditions when you register, and keep this information up to date via your Soakly account. Our teachers use their discretion to exclude a swimmer from a lesson where there are health or safety concerns.

What to Expect at Lessons

For swimmers

- Please arrive on time, and avoid eating for at least an hour before the lesson.
- Goggles and a swim hat should be worn, unless your child is medically exempt.
- Please don't enter the pool area more than 2 minutes before the lesson starts.
- Swimmers are expected to follow their instructor's directions.
- All jewellery should be removed, and glasses shouldn't be worn during lessons.
- Please don't attend if your child is unwell, and allow 48 hours after any sickness or diarrhoea before returning.

- Appropriate swimwear is required. Swim nappies and leak-proof protection are needed for children who aren't yet toilet-trained.

For parents, guardians, and spectators

- A responsible adult must be present at all times, with one adult permitted per child.
- Please follow the specific rules of whichever venue you're attending.
- No food or drink is allowed poolside, though water is fine.
- Please remove outdoor footwear before entering the poolside area.
- If you notice anything that needs our attention, please let us know at hello@swimsuperb.co.uk.

We maintain a zero-tolerance approach to inappropriate, disruptive or aggressive behaviour from any customer, swimmer, parent or guardian. This may result in lessons being ended immediately, without an obligation to provide a refund or alternative arrangement.

Mobile Phones & Photography

For safeguarding reasons, mobile phone use is not permitted poolside or in the changing rooms. Photography and video recording aren't permitted during lessons unless your specific venue states otherwise.

From time to time, we may take promotional photos or videos for training, educational, or marketing purposes (such as our website or social media). If you'd prefer your child isn't included in this, just let us know when you book.

Safeguarding

The welfare of every child in our care is our top priority. All Swim Superb staff are fully qualified, insured, and hold Enhanced DBS checks, and all safeguarding concerns are treated seriously and addressed promptly.

Our duty of care applies during scheduled lesson times, while your child is under the direct supervision of our teaching staff. Parents and carers remain responsible for supervising children before and after lessons, and in changing areas and communal spaces.

If you ever have a safeguarding concern, please contact us directly. Our full Safeguarding Policy is available at www.swimsuperb.co.uk/safeguarding-policy.

Feedback & Complaints

We genuinely want to hear from you, whether it's a quick compliment for a teacher or a concern you'd like us to look into. Please don't raise queries during lessons, as this can distract from teaching time. Instead, get in touch with the office directly:

- Phone: 01257 443476
- Email: hello@swimsuperb.co.uk

If you're ever unhappy with any part of our service, please contact us directly so we can put things right.

Lost Property & Liability

Swim Superb isn't responsible for the loss or damage of personal belongings. Any lost property will be held at the venue for one week before being disposed of.

Other Policies

Alongside this handbook, Swim Superb also holds the following policies, available on request from the office:

- Missing Persons Policy — our procedure for locating a child quickly and safely if they can't be accounted for while in our care.
- Data Retention Policy & Schedule — how long we keep different types of personal data, and how it's securely disposed of.
- Data Breach Response & Notification Procedure — how we respond if personal data is ever lost, stolen, or accessed without authorisation.

These sit alongside our Terms & Conditions, Refund Policy, Privacy Policy, and Safeguarding Policy as part of our full set of operating policies.

A Few Final Notes

This handbook, together with our Terms & Conditions, Refund Policy, Privacy Policy, and Safeguarding Policy on our website at www.swimsuperb.co.uk, forms the complete and legally binding agreement between you and Swim Superb. Where there's ever a conflict between this handbook and the detailed policies on our website, the website version will take precedence, as it's kept as our master reference copy.

Thank you for choosing Swim Superb.

Have a Superb day!

Tom & Jess – Swim Superb