

LiveWire Learn to Swim Code of Conduct

Our code of conduct reflects the standards of behaviour expected of children, teachers, parents and visitors across all LiveWire programmes. They act to provide a clear framework within which anyone involved in the Learn to Swim Programme are expected to conduct themselves and highlight some of the points raised in the programme's Terms and Conditions.

To support the challenges of Covid-19

- Spectating is allowed for all activities in line with capacity limits associated with specific spaces. Due to capacity limitations, it will remain the case that spectating for swim lessons at Broomfields (poolside) and Great Sankey Hub (first floor) is only available for parents of children aged under 8 years old.
- We request that, where possible, only one parent/guardian continues to bring their child/children to lessons. We continue to encourage the use of face coverings (unless exempt) when spectating an activity.
- While no longer legally required, for the safety and comfort of other customers and staff, we will continue to encourage customers to wear face coverings (unless exempt) in public areas of our buildings, this includes all reception and spectating areas, library spaces, corridors, stairs and lifts plus changing rooms and toilets.
- We encourage parents to continue to bring children to lessons 'swim ready' to reduce time in changing rooms prior to a lesson. However, we recognise this might not always be possible, so changing rooms will now be available prior to and post lessons. Lockers will also be available if needed.
- Equipment will continue to be cleaned regularly using pool water, especially before and after lessons. Children can bring their own noodles, arm bands and kick boards if they wish. Please ensure these are clearly identifiable e.g. with children's initials, if used during lessons.

To support the general delivery of Learn to Swim lessons:

- Members should arrive on time. If they arrive more than 10 minutes late they must check with their swim teacher before joining the session.
- Children under the age of 8 years old should be dropped off and collected from the pool by a responsible adult and should never leave the sessions unaccompanied.
- Parents should not enter poolside but drop off and collect their children from the following places dependent on site:

- **Broomfields Leisure Centre** – children will access lessons via the changing rooms. Parents of children under 8 years old can access poolside to spectate but should remove outdoor shoes before doing so. All other parents should drop off and pick their children up from the changing room doors.
- **Great Sankey Neighbourhood Hub** – children will be collected from the poolside door by their swim teacher and brought back following their session for pick up by a responsible adult.
- **Orford Jubilee Neighbourhood Hub** – children should be dropped off no earlier than 5 minutes before the start of their class. Benches will be available on poolside for children to sit quietly, whilst they wait for their class to start. Children should be picked up from changing room entrances – please ensure your child knows which changing room to use.
- **Woolston Neighbourhood Hub** – children should be dropped off and collected from the shower entrance to poolside. Please don't enter the pool hall.
- Where possible, please don't approach swim teachers on poolside when picking up your children. Any enquiries and feedback should be raised with the Aquatics Team via email at aquatics@livewirewarrington.org
- If parents are required to be on poolside for any reason, e.g. providing additional support for child during a lesson, outdoor shoes need to be removed.
- Children will be assessed every 5 weeks over a 12 months period. If your child misses one, it will be another 5 weeks before they are fully assessed. Assessment dates can be found on the Learn to Swim section of the website. Parents can keep track of children's progress by accessing the home portal https://bookings.livewirewarrington.co.uk/homeportal_live/
- If your child requires any medication e.g. inhaler/epi-pen, they should bring this with them to the session in case a situation arises where they might need to use it. Teachers should be made aware of this and the child and teacher should know how to use it if appropriate.
- Any changes in medical conditions over time or any injuries that may affect your child's swimming ability should be reported to the Learn to Swim Manager at aquatics@livewirewarrington.org so that records can be amended.
- Suspensions of memberships will only be granted for long term health reasons e.g. grommets, broken arm, long term health condition. We cannot grant suspensions or replacement/alternative lessons for instances such as holidays or other commitments.
- To cancel a Learn to Swim membership, please contact the Aquatics Team in writing at aquatics@livewirewarrington.org. A month's notice of cancellation must be given.

- Long hair must be tied back (boys and girls).
- Goggles can be worn during sessions but aren't compulsory.
- No jewellery should be worn in the pool. Lockers are available for use at all sites.
- For further information around direct debits, payment and cancellations please visit <https://livewirewarrington.co.uk/terms-conditions/swim-lessons> for programme terms and conditions