



# The Royal School

Wolverhampton



Life Skills

Water Safety



Fun & Games

Come & Join us!

**2021 – 2022**

**Swim Office Opening Times:**

**Monday & Tuesday 5.30pm - 7.30pm**

**Wednesday 5.30pm – 9.00pm**

**(Thursday – Closed)**

**Friday 5.30pm – 9.00pm**

**Saturday 9.00am – 3.30pm**

**Sunday 9.00am – 1.00pm**

The Royal School Swimming Pool Complex / The Hilda Hayward Swimming Pool  
Goldthorn Road (off Penn Road), Wolverhampton, West Midlands, WV3 0EG

Tel: 01902 340386 Email: [lts@theroyal.school](mailto:lts@theroyal.school)

[www.theroyalschoolswimming.co.uk](http://www.theroyalschoolswimming.co.uk)

MONDAY						
5.30pm	Stanley 3 (Learner Pool)					
6.00pm	Stanley 3	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 1/2
6.30pm	Stanley 3	Stanley 4	Stanley 6	Stanley 7	Goldfish 1/2	Goldfish 3/ Angelfish 1
7.00pm	Goldfish 3/ Angelfish 1	Angelfish 2/3	Angelfish 2/3	Shark 1/2		
TUESDAY						
5.30pm	Stanley 3 (Learner Pool)					
6.00pm	Stanley 3	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 1/2
6.30pm	Stanley 3	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 3/ Angelfish 1
7.00pm	Goldfish 3/Angelfish 1		Angelfish 2/3	Angelfish 2/3	Shark 1/2	
WEDNESDAY						
5.30pm	Stanley 3 (Learner Pool)					
6.00pm	Stanley 4	Stanley 5	Stanley 5	Stanley 6	Goldfish 1/2	
6.30pm	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 3/Angelfish 1	
7.00pm	Angelfish 2/3	Angelfish 2/3	Goldfish 3/ Angelfish 1	Shark 1/2		
7.30pm	Survive & Save Bronze	Survive & Save Silver	Advanced Silver	Shark 3/ Advanced Bronze		
8.30pm	Adult Beginner	Adult Improver	Gold Core	Gold Medallion		
FRIDAY						
5.30pm	Stanley 3 (Learner Pool)					
6.00pm	Stanley 3	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 1/2
6.30pm	Stanley 3	Stanley 5	Stanley 6	Stanley 7	Goldfish 1/2	Goldfish 3/ Angelfish 1
7.00pm	Angelfish 2/3	Angelfish 2/3	Shark 1/2	Shark 1/2		
7.3	Shark 3/ Advanced Bronze	Advanced Silver	Advanced Gold	Advanced Gold		
8.00pm						
8.30pm	Adult Beginner	Adult Improver	Adult Advanced			
9.00pm						
SATURDAY						
8.50am		Stanley 3	Angelfish 2/3	Shark 3/ Advanced Bronze	Advanced Silver	Advanced Gold
9.20am		Stanley 3	Shark 1/2			
10.00am	Starfish 1-6	Stanley 3	Stanley 5	Stanley 6	Stanley 7	Goldfish 3/Angelfish 1
10.30am	Stanley 3	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 1/2
11.00am	Stanley 3	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 3/Angelfish 1
11.30am	Stanley 3	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 1/2
12 noon	Stanley 5	Stanley 5	Stanley 6	Stanley 7	Goldfish 3/Angelfish 1	
12.30pm	Starfish 1-6	Stanley 4	Stanley 5	Stanley 6	Goldfish 1/2	
1.00pm	Stanley 3	Stanley 4	Youth Swim 9+	Stanley 5	Stanley 6	Goldfish 3/Angelfish 1
1.30pm	Stanley 3	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 1/2
2.00pm	Stanley 3	Starfish 1-6	Stanley 4	Stanley 5	Stanley 7	Goldfish 3/Angelfish 1
2.30pm	Trials	Stanley 3	Stanley 4   Stanley 5	Stanley 6	Stanley 7	Youth Swim
3.00pm	Rockhopper	Stanley 3	Angelfish 2/3	Shark 1/2		
SUNDAY						
9.00pm	Starfish 1-6	Stanley 3	Stanley 4	Stanley 5	Stanley 7	Goldfish 1/2
9.30pm	Stanley 3	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 1/2
10.00am	Starfish 1-6	Stanley 3	Stanley 4	Stanley 5	Stanley 6	Goldfish 1/2
10.30am	Stanley 3	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 3/ Angelfish 1   Life Support
11.00am	Starfish 1-6	Stanley 3	Stanley 5	Stanley 6	Goldfish 3/ Angelfish 1	
11.30am	Stanley 3	Angelfish 2/3	Survive & Save Bronze Core	Shark 3 / Advanced Bronze		Child Advanced
12 noon	Stanley 3	Shark 1/2				
12.30pm	Rookie Bronze/ Silver		Rookie Gold	Adult Beginner		Adult Advanced
1.00pm	Rookie Bronze/ Silver		Rookie Gold	Adult Beginner		Adult Advanced

# SWIMMING LESSONS DATES

The Swimming Programme runs for 46 weeks of the year

Normal lessons will run during Half Terms  
and Monday 02 May, 2022 (Early May Bank Holiday)

## Welcome back! Lessons Resume MON 03 JANUARY 2022

### SWIM CENTRE CLOSED

Monday 20, December 2021 – Sunday 02 January 2022 incl. 

Thursday 14, April 2022 - Thursday 21, April 2022 inclusive 

Friday 03, June 2022 – **ONLY**

Thursday 11, August 2022 – Thursday 01 September 2022 

**LESSONS WILL RESUME FRIDAY 02 SEPTEMBER 2022**

## SWIMMING LESSONS PRICES

### Starfish Classes (Adult & Child)

£70.00 (10 week booking) - 30 minute lessons

### Stanley, Goldfish, Angelfish series, Shark 1/2

£70.00 (10 week booking) - 30 minute lessons

### Shark 3, Advanced Bronze/Silver/Gold and Advanced

£95.00 (10 week booking) - 1 hour lessons

### Adult Beginner/Improver

£95.00 (10 week booking) - 1 hour lessons

### Rockhopper Classes (Disabilities Class)

£94.50 (10 week booking) - 30 minute lessons

### One to One Class

£75.00 (x3 lessons) - 30 minute lessons

(x6 lessons maximum can be booked at one time)

## **REGISTER WITH OUR PARENTS HOMEPORTAL AND MAKE SWIM LESSON PAYMENTS ONLINE.**

**PLEASE REGISTER USING THE LINK BELOW**

<https://royalwolverhampton.courseprogress.co.uk>

**You can also view your child's progress and monitor their continued development with us.**

### **PAYMENTS / ENROLMENTS :**

**All lessons are booked in blocks of x10**

1. All courses must be paid for in full, in advance of the first lesson. Payments may be made either online, in cash or Debit or Credit card at Reception or over the telephone. For online payments please see the specific terms and conditions below.
2. Once a course of lessons has been paid for, no refunds can be made unless absence is caused by a serious illness which must be confirmed by a Doctor's Note. We are unable to refund, credit or replace missed lessons that may occur for reasons such as sickness, holidays, transport difficulties, social events, holidays, work commitments, etc. For Covid-19 absence and self-isolating no lessons will be put on hold or deferred. In the event a course needs to be cancelled on medical grounds, a written request must be addressed to the Centre Manager accompanied by a Doctor's note. In such cases a refund will be granted less the equivalent of two week's fees which will be held as an Administration Fee.
3. Courses of lessons are not transferable from one family member to another unless agreed by the Centre Manager.
4. The School reserves the right to cancel a lesson or course at any time. In the event that a lesson is cancelled, the swimmer will be credited with the amount for that lesson which will automatically be added to their remaining lessons.
5. The School will use reasonable endeavours to provide the same instructor for each lesson within a 10-week course. However, relief instructors may be used without prior notification.
6. Instructors may change between each course of lessons.
7. Each swimmer will be signed in by a member of the admin team and have their temperature checked as part of our Covid secure protocol. Swimmers will then be asked to sanitise hands before entering poolside. Once poolside you must register with the instructor at the start of each lesson. All swimmers should be on the pool side five minutes before each lesson start time. Anyone arriving late must inform the Pool Complex Reception staff who will endeavour to assist in getting the child to their lesson.
8. Lessons that are 30 minutes in duration will be 25 minutes of actual teaching time with a five minute registration/changeover/ administration time.
9. Lessons that are 60 minutes in duration will be 55 minutes of actual teaching time with a five minute registration/changeover/ administration time.
10. If a swimmer has a medical condition, disability or any additional needs, this must be stated on the enrolment/registration form. All details will be held in strict confidentiality (Data Protection Act 1998) and will not be passed to anyone else. Any changes to a swimmer's circumstances must be communicated to the School at the earliest opportunity to ensure that up-to-date records are maintained.

11. The use of camera, video photography, mobile phones and any other electronic tablet devices is strictly prohibited at all times within the LTS programme. This includes the viewing gallery, all changing areas and centre corridors where poolside is visible.
12. Swimmers should arrive 'swim ready' and Stanley 7 > should remove outer clothing on poolside. Swimmers in Stanley 7 < may be accompanied by one parent/ responsible adult and change in the dryside changing rooms no more than 15 minutes prior to their lessons start time. Swimmers must wear appropriate swimming attire, namely fitted costumes/trunks. The School advises against two-piece costumes on health and safety grounds. All children over the age of eight must use the changing room appropriate to their gender. If accompanying a child under eight into a changing room the correct changing room appropriate to the gender of the adult must be used. During the Covid-19 restricted access to parents/ responsible adults those accompanying a child must use the dryside change area only to allow social distancing.
13. For Health and Safety reasons a swimming cap must be worn by all bathers unless there is a known medical condition, and jewellery should not be worn during lessons.
14. All under eights must have a responsible adult that remains in the Pool Complex and grounds at all times.
15. The School will not under any circumstances, accept responsibility or liability in respect of any damage to or loss of any goods, articles or property of any kind brought into or left at the Pool Complex.
16. During the operation of the swimming lessons, only one parent/ responsible adult may come into the building and use the designated spectator areas of the facility. Spectators are not permitted onto swimming poolside unless specifically authorised to do so by the Centre Manager where there is a recognised need. Parents of swimmers should never distract the swimmers or the instructor during a lesson.
17. Queries regarding the lesson programme or an individual swimmers progress should be directed to the Pool Complex reception, which will then be passed to the lesson co-ordinator who will respond directly to the customer.
18. Places will initially be allocated to those swimmers already on the lesson programme. To secure a place for the next course on the allocated class, payment must be received before the last lesson of the current course.
19. Payment must be made before the start of the last lesson on your existing block of x10 sessions in order to guarantee the space for additional lessons. Failure to do this may result in you losing your space in the current class.
20. Class numbers are restricted and set by the School to ensure a quality teaching environment and are based on the Amateur Swimming Association's Safe Supervision for Teaching & Coaching Swimming Policy.
21. The School reserves the right only to accept a swimmer into a class being taught at the level appropriate to them.
22. The School reserves the right to cancel a course and refuse to re-book a swimmer onto a course if the swimmer or their parent/ guardian/ siblings display unacceptable or inappropriate behaviour, including failure to comply with these terms and conditions.
23. If a swimmer or the parent of a swimmer has chosen the wrong course for the ability of a swimmer and an alternative class is offered and not accepted, a refund will not be given.
24. Swimming ability and speed of progression will vary depending upon the swimmer.
25. The lesson programme is 46-week programme delivered as 10-week courses with a 2 week break at Christmas, 1 week at Easter and 3 weeks in the Summer. New swimmers can join the course at any time subject to availability.
26. Swimmers who have achieved all of the outcomes within their current swimming stage will move onto the next level/stage as soon as practicable.

27. The School will issue STA badges and certificates to reward and motivate swimmers on the scheme.

28. When badges have been rewarded by the swimming instructor they will be available along with certificates to purchase from reception.

29. A minimum of three, one-to-one swimming lessons must be booked.

If you have queries regarding these terms and conditions, please contact 01902 340386 or visit the Pool Complex reception during the opening hours.

### **ONLINE PAYMENT TERMS AND CONDITIONS:**

This online payment system is provided by The Royal Wolverhampton School Enterprises (Ltd) (The School) and its third-party suppliers. The School may update these terms from time to time and any changes will be effective immediately on being set out here. Please ensure you are aware of the current terms.

### **TERMS AND CONDITIONS:**

Please read these terms carefully before using the online payment facility. Using the online payment facility on the website indicates that you accept these terms. If you do not accept these terms do not use this facility.

All payments are subject to the following conditions:

- Your payment will normally reach the School account on the following working day.
- We cannot accept liability for a payment not reaching the correct account due to you quoting an incorrect account number or incorrect personal details.
- Neither can we accept liability if payment is refused or declined by the credit/debit card supplier for any reason.
- If the card supplier declines payment, the School is under no obligation to bring this fact to your attention. You should check with your bank/credit/debit card supplier that payment has been deducted from your account.
- In no event will the School be liable for any damages whatsoever arising out of the use, inability to use, or the results of use of this site, whether based on warranty, contract, tort or any other legal theory and whether or not advised of the possibility of such damages.

### **REFUND POLICY:**

- Refunds can only be made in exceptional circumstances and are at the discretion of the Centre Community Facilities Manager, or a Company Director for the School.
- Refunds, if applicable, will only be made to the debit/credit card used for the original transaction.

### **SECURITY:**

All payment details which are entered through this payment gateway are encrypted when the parent, or third party making payment, enters them. Communications to and from the service provider's site are encrypted.

The School shall not be liable for any failure by the parent or third party making payment of fees to properly protect data from being seen on their screen by other persons or otherwise obtained by such persons, during the online payment process or in respect of any omission to provide accurate information in the course of the online payment process.

### **SERVICE PROVIDER:**

Online payments of fees can be made by credit or debit card. These payments are not collected by the School directly but by the service provider.

Once payment is received by the service provider in cleared funds, the service provider will contact the School to confirm the details of the successful payment made by the parent, or third-party making payment. On receipt of this confirmation the School will confirm to the parent that the payment has been received and accepted by the School. In the event that the parent does not receive confirmation within 14 days of making the payment it is the responsibility of the parent to check with the School that the payment has been accepted.

## **DATA PROTECTION :**

In this clause the term 'personal data' is as defined in the Data Protection Act 1998 ('DPA').

The Royal School Wolverhampton Learn to Swim Centre. ("LTS Centre") respects and complies with the EU General Data Protection Regulations (GDPR).

The School will collect (or may already hold) personal data relating to the parent, or third-party making payment, including name, date of birth, address and enrolment number of the parent in accordance with its data protection policy. The policy, privacy policy and GDPR statement is available from the School's website: [www.theroyalschool.co.uk](http://www.theroyalschool.co.uk). And the Learn to Swim website: [www.theroyalswimming.co.uk](http://www.theroyalswimming.co.uk)

By agreeing to be bound by these terms and conditions the parent, (and any third party making payment), accepts and consents to his/her personal data, as detailed in clause above, being provided to the service provider for sole purpose of the service provider offering and administering the online payment facility to the parent, or third-party making payment.

It is the responsibility of the parent, or third-party making payment, to ensure that all personal data provided to or held by the School and/or provided to the service provider is clear and accurate. The School will not be responsible for any losses suffered by the payee, or third-party making payment, as a result of inaccurate information being provided to the School or the service provider.

The School may use the personal information provided to it to contact the parent, or third-party making payment, to clarify or resolve any issues that arise in connection with any online payment made in respect of the fees and occasionally to advise the parent or third-party making payment, of other activities being run by the School or Centre.

## **CONTACT DETAILS :**

Should you require any further details at all in relation to any part of the online payment process, please contact the Finance Office directly on 01902 341230 between the hours of 9.00am - 4.30pm, Monday to Friday, or the Pool Office on 01902 340386 during swimming pool hours.

## **POOL COMPLEX ETIQUETTE AND HYGIENE :**

Parents are not allowed on poolside unless invited by a member of staff.

Children are NOT allowed to run around the poolside and must be still and quiet while waiting for the lesson to start. Children will only be allowed access to poolside five minutes prior to the start of lessons and will be escorted by a member of staff.

Children who display disruptive tendencies in the lessons can greatly affect the other children and may be asked to leave as:

- It distracts other children from listening and learning
- It is dangerous for themselves and for others
- Rudeness and bad language will not be tolerated.

If a child continues to be disruptive, even after the teacher has pointed out that their behaviour is not acceptable, the child will be removed from the lesson and will not be allowed to return unless the parent can guarantee their behaviour. In these instances, no refund of monies paid will be given.

Please do not leave clothes in cubicles, use the lockers provided.

The School is not responsible for items lost or damaged.

Pupils must enter the pool via the separate male/female changing rooms or via the new entrance during the Covid-19 pandemic.

Customers are requested not to wear swimwear in the Café and other public areas of the Pool Complex.

The fire alarm is a continuous alarm noise. If it activates during the lesson, please do not come onto poolside to fetch your child. The pupils will exit the pool under the control of the teachers and Centre staff and will line up at the emergency assembly point on the pool car park. Parents are required to exit via the nearest emergency exit. Please do not use the lift whilst the fire alarm is sounding.

**DO NOT ENTER THE CHANGING ROOMS OR TRY TO COLLECT YOUR CHILD BUT GO DIRECTLY TO THE EMERGENCY ASSEMBLY POINT ON THE POOL CAR PARK.**

To ensure all can benefit from the facility:

- We recommend that all swimmers shower before their lessons. Please ensure that all hair gel/body lotions and make up, etc., are removed.
- Make sure that your child uses the toilet before the lesson commences. An accident in the pool closes the facility for 24 hours.
- Please ensure that your child showers after the lesson.

**Please ensure swimmers do not eat for 1.5 hours prior to the commencement of their lesson. This will minimise the possibility of children vomiting during their lesson. After a vomiting incident the pool must be closed.**



## THE ROYAL SCHOOL FACILITIES HIRE

For all other enquiries or to book one of our many facilities, please call 01902 349139 or email [lettings@theroyal.school](mailto:lettings@theroyal.school)

Astro Pitch - Dance Studio - Sports Hall - Swimming Pool - Theatre  
Conference Rooms - Party Rooms

To book call 01902 349139 or email [lts@theroyal.school](mailto:lts@theroyal.school) or email [km@theroyal.school](mailto:km@theroyal.school)