



# The Royal School

Wolverhampton



Life Skills

Water Safety



Fun & Games

2023 – 2024

Come & Join us!

**Swim Office Opening Times:**

**Monday 5.30pm - 7.30pm**

**Tuesday & Wednesday 5.00pm – 9.00pm**

**(Thursday – Closed)**

**Friday 5.30pm – 9.00pm**

**Saturday 9.00am – 3.30pm**

**Sunday 9.00am – 13.00pm**

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)

# SWIMMING LESSONS DATES

The Swimming Programme runs for 46 weeks of the year

Normal lessons will run during Half Terms  
and May Bank Holidays (Monday 06 & 27 May 2024)

**Welcome back!**

**Lessons Resume FRIDAY 01 SEPTEMBER 2023**

## SWIM CENTRE CLOSED

Thursday 21, December 2023 - Thursday 04, January 2024 incl. 

Thursday 28, March 2024 – Thursday 04 April 2024 incl. 

Thursday 15, August 2024 – Thursday 05 September 2024 incl. 

## SWIMMING LESSONS PRICES

Please top up before the last lesson starts to guarantee your child's swim lesson space.

### Starfish Classes (Adult & Child)

£80.00 (10 week booking) - 30 minute session

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

£80.00 (10 week booking) - 30 minute session

### Shark 3, Advanced Bronze/Silver/Gold and Advanced/ Rookie Lifesaving classes/ Survive & Save

£105.00 (10 week booking) – 60 minute session

### Adult Beginner/Improver

£105.00 (10 week booking) – 60 minute session

### Rockhopper Classes (Disabilities Class)

#### One 2 One support

£105.00 (10 week booking) - 30 minute session

### One to One Class

£82.50 (x3 lessons) - 30 minute session

(x6 lessons maximum can be booked at one time)

MONDAY							
5.30pm	Stanley 3 (Learner Pool)						
6.00pm	Stanley 3	Stanley 5	Stanley 5	Stanley 7	Goldfish 1/2		
6.30pm	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 1/2		
7.00pm	Goldfish 1/2	Goldfish 3/ Angelfish 1	Angelfish 2/3	Angelfish 2/3			
TUESDAY							
5.00pm	Stanley 3 (Learner Pool)						
5.30pm	Stanley 3 (Learner Pool)						
6.00pm		Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 1/2	
6.30pm		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 1/2 (Learner Pool)						
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 1/2		
7.00pm	Angelfish 2/3	Angelfish 2/3	Goldfish 3/ Angelfish 1	Shark 1/2			
7.30pm	Bronze Star	Bronze Medallion	Advanced Bronze	Advanced Silver/Gold			
8.30pm	Adult Beginner	Adult Advanced	Tonya 1:1				
FRIDAY							
5.30pm	Stanley 3 (Learner Pool)						
6.00pm		Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 1/2	
6.30pm		Stanley 5	Stanley 6	Stanley 7	Goldfish 3/ Angelfish 1	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/Platinum			
8.00pm							
8.30pm	Adult Beginner	Adult Beginner	Adult Advanced				
9.00pm							
SATURDAY							
8.50am		Stanley 1/2	Angelfish 2/3	Shark 3	Advanced Bronze	Advanced Silver / 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	Stanley 5	Stanley 5	Stanley 6	Stanley 7		
12.30pm	Starfish 1-6	Stanley 5	Stanley 6	Goldfish 1/2	Goldfish 1/2		
1.00pm	Stanley 3	Stanley 4	Youth Swim 12+	Stanley 5	Goldfish 1/2	Goldfish 3/Angelfish 1	
1.30pm	Stanley 3	Stanley 4	Stanley 5	Stanley 6	Stanley 7	Goldfish 1/2	
2.00pm	Starfish 1-6	Stanley 3	Stanley 4	Stanley 5	Stanley 7	Youth Swim 12+	
2.30pm	Trials	Stanley 3	Stanley 5	Stanley 6	Youth Swim 10 +	Goldfish 2/3	
3.00pm	Rockhopper	Angelfish 2/3	Shark 1/2				
SUNDAY							
9.00pm	Starfish 1-6	Stanley 3	Stanley 4	Stanley 5	Stanley 5	Goldfish 1/2	
9.30pm	Stanley 3	Stanley 4	Stanley 5	Stanley 5	Stanley 6	Stanley 7	
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 7	Stanley 7	Goldfish 3/ Angelfish 1	Life Support
11.00am	Starfish 1-6	Stanley 1/2	Stanley 4	Stanley 5	Stanley 6		
11.30am	Stanley 3	Angelfish 2/3	Shark 3 /Advanced Bronze	Advanced Platinum			
12 noon	Stanley 3	Shark 1/2					
12.30pm	Stanley 1/2	Rookie	Rookie Gold	Adult Beginner		Adult Advanced	
1.00pm	Stanley 1/2	Bronze/Silver					

## **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.**

### **P A Y M E N T S / E N R O L M E N T S :**

**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. Failure to top up your child's lessons before the last lesson starts in the existing block may result in the loss of their space. Whilst every effort will be made to ensure your child can carry on with lessons, he/she may have to be placed on the waiting list to await another suitable space.
3. Please be aware that in order to move up a class, your child may be required to move to a different day/time/teacher.
4. 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. 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.
5. Courses of lessons are not transferable from one family member to another unless a swimmer has reached the end of the swim programme. In this case, a transfer may be granted by the Swim Centre Manager.
6. 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.
7. 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.
8. Once poolside, each swimmer must register with their instructor at the start of each lesson. Anyone arriving late must inform the Pool Complex Reception staff who will endeavour to assist in getting the child to their lesson. If a child is more than 10 minutes late they will not be able to participate in their lesson.
9. Lessons that are 30 minutes in duration will be 25 minutes of actual teaching time with a five minute registration/changeover/ administration time. 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. 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.
12. Class numbers are restricted and set by the School to ensure a quality teaching environment
13. The School reserves the right only to accept a swimmer into a class being taught at the level appropriate to them
14. 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.
15. 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.
16. Swimming ability and speed of progression will vary depending upon the swimmer.
17. 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.
18. Swimmers who have achieved all of the outcomes within their current swimming stage will move onto the next level/stage as soon as practicable.
19. The School will issue STA badges and certificates to reward and motivate swimmers on the scheme. When badges have been rewarded by the swimming instructor they will be available along with certificates to purchase from reception.
20. 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.

## **SAFEGUARDING:**

- **No photographs, still or video photography may be taken of children within the building.**
- **Mobile phones or any other electronic tablet devices are strictly prohibited at all times within the changing areas, viewing gallery and centre corridors where poolside is visible**  
**Failure to comply with this request will result in visitors being asked to leave the centre immediately.**

## **POOLSIDE ETIQUETTE:**

Parents are not permitted onto poolside with their child and must wait for swimmers in the changing facilities. (Unless attending our Starfish classes/ Adult & Child).

Outdoor shoes must be removed by any parents stepping into the foot wash area to collect younger swimmers (Stanley 4 and below).

Children are NOT permitted to run around the poolside and should stand still in the allocated area whilst waiting for their lessons 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.

Swimmers must wear appropriate swimming attire, namely fitted costumes/trunks. The School advises against two-piece costumes on health and safety grounds.

Swimming hats must be worn by all bathers unless there is a known medical condition. Jewellery should not be worn during lessons.

Please do not leave clothes in cubicles, use the lockers provided. If belongings are left on the benches or in cubicles, these may be removed by a member of the LTS team.

Parents of swimmers should never distract the swimmers or the instructor during a lesson.

If you have a query regarding the lessons or individual swimmer, please visit the centre reception office and ask to speak with the LTS Coordinator on duty. You may also make contact by telephone. If the Coordinator is not available, please leave a message and you will be contacted as soon as possible.

## **Safety Regulations**

### **Changing Rooms**

All children over the age of eight must use the changing rooms appropriate to their own 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.

All under eights must have a responsible adult that remains in the Pool Complex and grounds at all times.

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.

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 [its@theroyal.school](mailto:its@theroyal.school)