

Sue's Swim School – Code of Conduct (For Parents and Swimmers)

Effective from: September 2025

Applies to: All swimmers, Parents, Guardians and Carers

1. Purpose

This Code of Conduct sets out the standards of behaviour we expect from all swimmers, parents, and guardians to ensure a safe, respectful, and enjoyable swimming environment for everyone. By attending lessons, you agree to follow these guidelines.

2. For Swimmers

To keep yourself and others safe and to make the most of your lessons, we ask all swimmers to:

- Listen carefully to instructors and follow their instructions at all times.
 - Treat other swimmers and staff with respect – no physical contact in an aggressive or unsafe manner.
 - Follow pool safety rules:
 - No running on poolside
 - No pushing or dunking
 - Go to the toilet before your lesson starts
 - Arrive on time for your class
 - When you arrive, go to your allotted waiting area on the poolside. If you are unsure where to go, a member of staff will help you.
 - Wait until your teacher or assistant calls you before entering the water.
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3. For Parents & Guardians

We welcome parents and guardians to spectate, but to ensure a safe and focused learning environment, please:

- Allow teachers to teach – minimise (and preferably avoid) contact with your child during their lesson.
- No electronics (phones, tablets, games consoles, cameras) on poolside or in the changing rooms for anyone, including siblings.
 - This rule is in place to protect the privacy and safety of all children.
 - If you see someone using a phone or other device, please let a staff member know and we will deal with it.
- Respect that the entire school site is a no smoking and no vaping area.
- No outdoor shoes on the poolside – this helps keep the area clean and safe from hazards such as glass or dirt.
- Direct any questions or concerns to: currentswimmer@suesswimschool.co.uk

- You can view your child's progress and achievements at any time via the Parent Portal:
<https://suesswimschool.swimphony.io/member/login>
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4. Breaches of the Code

If swimmers, parents, or guardians fail to follow this Code of Conduct, we may:

- Speak to you directly to resolve the issue
 - Temporarily remove swimmers from the lesson
 - Ask parents or guardians to leave the pool area
 - In serious or repeated cases, review continued participation in our lessons
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We appreciate your cooperation in helping us keep Sue's Swim School a safe, supportive, and positive place for all our swimmers to learn and enjoy swimming.
