



Little Duckling sessions by Duck N' Dive-
New joiners' information pack:

Thank you for your interest in Little Ducklings by Duck N Dive; in this info pack you will find:

1. Prices for the sessions.
2. Terms and conditions of little ducklings.
3. Frequently asked questions.
4. Product list (shop)

Web: www.dndswim.co.uk – Email: info@dndswim.co.uk - Tel: 01952- 301012

Pricing information for duckling lessons

Lessons are run term time with the exception of bank holidays

Course of half termly lessons run for 6/7 weeks

Lessons are £8.50 each or £11 on a Saturday

Please note that from February 2018 lessons will be £9 each or £11 on a Saturday

Badges and certificates = all £3.00

Accepted payment methods:

- Our preferred way of payment is via Go Cardless Direct Debit
 - BACS (internet banking)

Sort code: 20-85-46 Account number 93436616

(Please put little one's name/ surname as ref)

- Cash (GBP) in secure envelope of bag with child's name visible please – there will be payment envelopes available poolside

We cannot unfortunately honour lessons that are missed due to sickness; however under certain special circumstances a credit note will be issued for the next course.

We cannot unfortunately honour lessons that are missed due to sickness; however under certain special circumstances (i.e. long term illness) a refund may be issued at the discretion of Duck N Dive.

Terms & Conditions. – Duckling sessions run by duck n dive

1. Swimmers are the responsibility of Duck N Dive swim time during their allocated lesson time only; any entrance to the water before/ after this time is prohibited and if at all is at the parent's discretion and responsibility.
2. Booking terms, we ask that the full course fee is paid at week one, this guarantees your child's space with dnd. Any swimmer who has not made full or part payment by week 2 of the term may lose their space with dnd and be returned to the bottom of the waiting list (please speak with Andy should you have difficulty in making payment and we can come to a personal arrangement).
3. Payment is preferred via GoCardless direct debit. We also BACS transfers if you are familiar with internet banking- please speak to Andy for more info on this, or cash in a clearly marked envelope (available poolside)
4. Cancellation of lessons (very rare): DND will contact you should we cancel the lessons for any reasons such as; unexpected instructor illness, adverse weather conditions or pool closure, the fees will be misused of the following course of lesson. If child does not continue onto next course a cheque will be raised for the missed lesson(s).
5. Change of day time for regular lessons. We understand sometimes time schedules force children's activities to change, please speak to Andy should you wish to change day/ time. We will do all we can to help facilitate a move. If not possible we will add your child to top of waiting list until such a day time that suits you becomes available.
6. Swimmers must be escorted to and from the pool by their parent/ guardian, and also this includes toilet breaks. Swimming instructors will not take your child to the toilet under any circumstances, instructors can also not alter swim wear in anyway i.e (tie up shorts)
7. Sign in registers; please sign your child in upon arrival at the reception desk at your venue.
8. An enrolment form must be filled out at the start of your child's first lessons, please read through it very carefully and let us know of any medical conditions however small. If your child is asthmatic please ensure his/her inhaler is carried at all times.
9. Duck N Dive Swim Time hold the right to cancel any swimming course at anytime- providing a full refund for any monies owed to customers. Duck N Dive also hold the right to exclude any swimmer from the swim school if any of the instructors consider the child/ren to be putting themselves or other swimmers in danger.
10. In the event that a child is found to be physically abusive to a teacher. I.e. biting, scratching or pinching then we regret we will remove your child from the course immediately with a full refund of any monies owing this also applies should an instructor feel a child is putting themselves or other children in danger.
11. All Jewellery must be removed prior to entering the swimming pool, including parents, this includes watches, and this is for the safety of the children in the water.
12. Pool shoe covers must be worn on the poolside for any such spectators these are provided by the entrance to the poolside.
13. Swim nappies must be the water (double nappy) and also be covered by a costume or baby trunks.

14. Missed lessons. Unfortunately no refund or lesson transfer should you child miss a lesson one week, this is due to high numbers of children swimming each week and free spaces with enough notice to contact parents are very hard to come by- however in certain circumstances a refund will be given. i.e serious illness (we reserve the right to request a doctor's note prior to refund being issued)

Frequently asked questions. – Duckling sessions run by duck n dive

Here are some of the most frequently asked questions, please ask us with any questions you have not listed here:

How old does my baby need to be to start?

Some swim schools will take babies from as young as 8 weeks! We prefer for the baby to be happy in the water with just mum or dad first before enrolling on lessons. 4 months is the youngest we usually take, although each baby is different. Please call to discuss your needs.

I've tried baby lessons before and found the group to be huge – how many do you have in your lessons?

In our duckling lessons the average class size is just 6, we never exceed 8 and where there is 6 or more booked on we aim to provide an assistant teacher to provide further help. We have heard of companies having as many as 15 babies with parents in water with just one instructor!! We would never do this as we just feel the little ones will not get enough personal attention and help and support, we also believe it is really important for you feel comfortable and get to know Angi and Jess (our duckling super team) really well and with big numbers we don't believe this is possible.

How long does the lesson last?

The session is run for 30 minutes, the first 20-25 minutes is strictly run to a schedule in terms of ensuring development is able to take place through games and activities, the last 5-10 minutes of the lesson will be controlled play and will also give you chance to speak with the instructor about anything you are not sure about or for extra help with a task.

Can we stay in the water after the lesson?

It's widely regarded as 30 minutes is the maximum a child under 3 yrs should be in the water at any one time due to getting cold; you will probably find that your child is very tired after the lesson anyway! Great success is had with the parents and children who go swimming in between lessons to further practice the skills.

I'm confused about the Nappy system, Help!!

With this system your child needs to wear a **disposable aqua nappy** together with a washable happy nappy / tight fitting swim suit over the top, Extensive research has shown that this particular combination is best for avoiding accidents in the pool.

Avoiding leaks is important because any accidents generally mean the pool will have to be closed for the next few hours due to the risk of something called cryptosporidium. So if anything does ever occur then do let your instructor know immediately - and we promise we won't be cross!

With health and safety in mind, it's really important that your child's Happy Nappy fits snugly enough to form a good seal around their tummy and thighs (this is one instance where you can't buy two sizes larger knowing your child will grow into it!) if it's your first lesson the instructor will check your nappies for you.

When it comes to the disposable nappy, don't worry if you can't initially find one small enough - it's the fit of the top one that counts. Do, however, always have a spare available; as should your child fill the first when swimming you'll need to change it immediately. (We generally have some available at £1 each so do ask if you're stuck).

Please always take all your used nappies away with you unless a clearly marked nappy bin has been provided and never leave any in an open bin.

Do i need to be able to swim?

The short answer is no, you are able to stand in the water throughout, however you do need to be confident in the water and supporting your child, he or she will pick up if you're not comfortable. If you want to further your own swimming Duck N Dive run lessons for adults so please ask for more info.

Can I feed before the lesson?

It is thought that 1-2 hours before the lesson is a safe time to feed, remember your child is likely to be very hungry after the session so you may wish to bring some food for after.

Are there showers available?

All of our venues have shower facilities. Do please always shower both yourself and your baby before entering the pool as this will have a dramatic impact on keeping the water cleaner. It's also important that you and your baby shower after swimming to remove all chemicals.

My child suffers with eczema can they still swim?

Should your baby suffer from eczema then it's still fine to bring them swimming. You should smooth a barrier cream over the affected parts and then, because the cream might make your baby slippery and therefore tricky to hold, pop your little one in an eczema suit (these are available to buy) as always, do check with your health practitioner if you have any worries concerning their skin.

Do i need goggles?

For the underwater part of the lesson it is very useful, almost essential that you have goggles so you can clearly see what you're doing. The Aquasphere range of goggles we can order are completely clear – meaning your child can still see your eyes through the lenses. They are also incredibly easy to put on and adjust. No more irritating threading: just put them on, a quick pull of the strap and they're done!

What happens once my child is 3?

Unlike many baby classes we don't just leave you with no option once your child turns 3, we flow your child onto our mainstream lessons which take place weeknights and Saturdays, we are the leading private swim school in shropshire and everything your baby does at Ducklings is leading onto joining mainstream lessons.

[I've got a question or problem who do i speak to?](#)

Your instructor is your main point of contact for anything swimming related; if it is a question about the facilities or to report a fault in changing rooms -please speak to the main desk. For anything else regarding the lessons please contact us on 01952 301012, we are in the water a lot so if easier email info@dndswim.co.uk

Thank you for taking the time to read this information pack, we really hope to see you and your little one at one of our sessions soon.

Product list:

These products are available for purchase from duck n dive; please call Andy with your order, payment must be made at the time of ordering.



Woggle - £5.00 this is one of the most important pieces of kit in terms of helping your child to swim. It's perfect for horse races, practicing kicking and arm movements or just a serene float around the pool!

[Swim fin \(more info on swim fin on our website www.dndswim.co.uk under products.](http://www.dndswim.co.uk)

RRP= £22.99

DnD price is £19.99

Please speak to us about goggles as we can source a pair that fit perfectly for either you or baby.

We hope this information is useful. For further help; please e- mail info@dndswim.co.uk or if you prefer to speak to someone call 01952 301012. Thank you ☺