



Aquanauts UK Ltd

5 Curlew Way,
Simmondley,
Glossop
SK13 6QF

Tel: 07944 563668

Email: info@aquanauts.uk.com

Web: www.aquanauts.uk.com

Spring-Summer Term 2010

Note: Should you require an electronic word version of the enrolment forms, which will enable you to enrol via email, please contact us at info@aquanauts.uk.com with the subject header e-forms request.

Thank you for your interest in [Aquanauts](http://www.aquanauts.uk.com). We are currently taking bookings for all our pools across Greater Manchester: Heaton Moor; Prestwich, Manchester, Oldham and Dukinfield (Tameside).

How to reserve a place with Aquanauts..

To reserve your 'little one' a place, please complete the enrolment form and payment / terms and conditions, and return to the address above.

Once we have received your details, **and** are able to offer you a secure place, we will process your payment using the credit/debit card details supplied and then email you confirmation.

The confirmation email will detail your session time and day. Places are offered on a first come first served basis (based upon the date when enrolment forms and payments are received).

If we are unable to provide your 'little one' with a place on our Spring/Summer term we will add your details to our waiting list, and try to offer you a place on our Autumn / Winter term (starting Sept 2010).

What your little one needs to wear..

We would ask you to pay careful attention to the requirements for a nappy wrap and swim nappy (see terms and conditions), as babies will not be admitted to the pool without these due to the risk of the pool being soiled, resulting in possible closure.

Both of these items are available to order at the time of enrolment (using the order form below) and can be posted to your home address or made available for you to collect at your first lesson.



Nappy wrap



Swim Nappy

Babies will not be permitted entry unless a nappy wrap and a swim nappy are worn.

Terms and Conditions..

Our terms and conditions along with our code of practice are also attached. We would ask you to read these prior to booking with [aquanauts](http://www.aquanauts.uk.com) to ensure you are aware of your rights and responsibilities as well as our policies.

Should you have any further questions, please do not hesitate to contact us.

Yours sincerely,

Sara Kelly

Please Note: Aquanauts communicates largely by email. Therefore, please ensure you regularly check your email for news and updates.

discovering the swimming adventure..



..the experience

What is the Aquanauts experience?

Aquanauts' gentle program introduces your little one to water. The program's aims are to develop water confidence and provide basic water safety skills. Our program gradually takes you through a number of levels from basic breathing exercises, underwater swims and safety skills, on to independent swimming.

Safety

Drowning is the second greatest cause of accidental death in industrialised countries. In excess of 50% of cases actually occur close to the waters edge.

Infant swimming cannot guarantee to safeguard against drowning but your little one has a much improved chance of survival if familiarity with water allows them to be relaxed in case of an accidental fall into water.

Benefits

Classes provide a social focus for little ones and their parents, as well as giving endless opportunities for bonding and fun!

Research has shown, babies that swim, are better developed socially, mentally and physically. Babies sleeping and eating patterns are also improved by regular exercise!!

Aquanauts

Aquanauts run small friendly classes, in warm water pools, providing a calming environment.


Each baby attends a session with a parent or carer. Terms are normally 12 weeks long, 1 session per week; the duration of the session depends on the program level. Your little one will start at level 1 'Discoverers' and progress through each level according to age, capability and confidence.

Each completed level has a certificate and badge as recognition of your little ones achievement.

We are looking forward to meeting you and your little one on board the

'Aquanauts adventure'.

○ ○ ○ discovering the swimming adventure...

Name:			
Address (for delivery if required):			
Telephone Number:		Mobile Number:	Email address:
IMPORTANT- Please detail the weight of your baby for correct sizing of orders :			lbs
SWIMWEAR			
Product	Detail	Price	
My Baby's First Swim Set	Includes: Baby wet suit, nappy wrap, swim nappy, washable baby changing mat and a eco bag for your little ones swimming kit.	£35.00	£
Nappy Wrap	The eco way to keep your baby and the pool clean! This lovely soft white cotton nappy wrap, with embroidered logo, forms part of our fantastic new environmentally nappy system.	£6.00	£
Swim Nappy	Made of 1mm supple, stretchy neoprene and finished with super soft, snug fitting, deep bands of fabric with a high rubber content to keep all nasties inside. So simple and effective, no ties, no Velcro, no elastic. Available in colours in suit both boys and girls.	£10.00	£
Baby wetsuits	The Baby wet suit keep babies warm in the water. It gives solidity to the body making parents surer of their grip, protects barrier cream for those who require it. Made from 3 mm soft and supple neoprene (the material used for wetsuits) with a tough layer of nylon either side. The Baby wetsuits are fully bound and fasten together with generous sections of very strong but flexible hook and loop. This allows you to ensure the Baby wetsuits fits your child perfectly, as well as allowing for some growing-room flexibility. Please note that for protection against leaks in the pool the baby wetsuits should be used in conjunction with a Swim Nappy and Nappy Wrap.	£19.00	£
Shortie Wet Suit 	<input type="checkbox"/> 1-2 year <input type="checkbox"/> 2-3 years <input type="checkbox"/> 3-4 years Please note that for protection against leaks in the pool the shortie wet suits should be used in conjunction with a Swim Nappy and Nappy Wrap.	£20.00	
Please send the completed order form along with your payment to: Aquanauts UK Ltd, 5 Curlew Way, Simmondley, Glossop, SK13 6QF. Payment can be by cash / credit or debit card		Subtotal	£
		Postage and Packaging £3.95 (if not being collected from your pool)	£
		Total	£

- Orders can also be emailed to sales@aquanauts.uk.com. All orders will not be processed until full payment is received.
- For further information on Aquanauts and company terms and conditions regarding returns please visit www.aquanauts.uk.com.
- **NOTE: Do not complete details below if you are paying for a course and swimwear, instead, please complete section 1.0 on Payments / Terms and Condition.**

Credit card amount of authorisation: £	
Card payment, tick which type:	
MasterCard <input type="checkbox"/>	Visa <input type="checkbox"/> Visa Debit card <input type="checkbox"/> Maestro Debit card <input type="checkbox"/>
Card Number:	
Issue number (debit cards only):	
Debit card start date:	
Credit / Debit Card Expiration Date:	
Name that appears on credit card:	
Full Address, and postcode that credit card bills to:	
Card security code:	
<i>The Card Code is a 3 or 4 digit number that appears on the back of the credit card.</i>	
Cardholder's signature:	



Enrolment Form

About you:

How did you find out about Aquanauts?

Name (parent/guardian):

Address:

Telephone Number:

Mobile Number:

Email address:

What are your aims in taking these lessons?

About the person taking the baby swimming: (one adult per baby at any one session – if parents are going to share the swimming experience at different sessions please complete this section for each adult)

Name (adult 1):

Name (adult 2):

Relationship with baby:

Relationship with baby:

Please circle appropriate response:	Adult 1	Adult 2
Are you able to swim at least 5 meters on your front or back?	Yes No	Yes No
Are you confident putting your face in the water?	Yes No	Yes No
Are you happy to be in photographs on our web site or newspaper articles?	Yes No	Yes No
Are you happy for other parents / invited spectators to take photographs on the poolside?	Yes No	Yes No
Do you have any health issues we should be aware of? If yes please give details:	Yes No	Yes No
Are you on medication? If yes please give details:	Yes No	Yes No

Please provide a contact name and telephone number in case of poolside emergency:

Name:

Phone Number:

Relationship:

About your baby:

Name:

D.O.B.

Sex (circle): Male Female

Please detail any previous swimming experience your baby has had:

Does your baby have any health issues we should be aware of? If yes please give details:	Yes No
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Do not forget to order your reusable nappy wrap and swim nappy .

Your little one must wear approved swimwear. Please place your order on the enclosed order form.

Location	Day	Weeks/Price	Indicate your preference for classes (Please tick)		
			1 st	2 nd	3 rd
Prestwich Ivy Bank Swim School	Monday AM	12 weeks £105.60			
	Friday AM	10 weeks £88.00			
Stockport, Heaton School	Monday PM	12 weeks £105.60			
Dukinfield, Tameside Cromwell School	Wednesday PM	12 weeks £105.60			
	Friday PM	12 weeks £105.60			
	Saturday AM	10 weeks £88.00			
	Sunday AM	10 weeks £88.00			
Oldham Newbridge School	Friday PM	11 weeks £96.80			
	Saturday PM	10 weeks £88.00			
NEW Manchester Pool (2miles from M60 Denton Junction)	Wednesday PM	12 weeks £105.60			
	Sunday AM	10 weeks £88.00			

For pool terms dates and more visit www.aquanauts.uk.com.

What next.....

- Please read and sign the terms and conditions, completing payment details and return these to Aquanauts.
- Remember to include payment for the term, nappy wrap and swim nappy along with any other items you have ordered.
- Forms and credit/debit card details must be returned to Aquanauts UK Ltd, 5 Curlew Way, Simmondley, Glossop, SK13 6QF.

For further information on Aquanauts please visit www.aquanauts.uk.com, email info@aquanauts.uk.com or phone 07944 563668

IMPORTANT – PLEASE READ

- Once we have received your details, **and** are able to offer you a secure place, we will process your payment using the credit/debit card details supplied and then email your confirmation details to inform you of this.
- Aquanauts communicates largely by email. Therefore, please ensure you check your email regularly for news and updates.

For office use:

Card type:

Exp Date:

Amount:

Class:

Time:

Contacted:

Order Processed:

Order Posted

Other info:

1.0 Payment Details / Options



You can enter your credit/debit card information below or pay by cash, please tick as appropriate.

Credit card amount for authorisation: £
If card payment, tick which type: MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> Visa Debit card <input type="checkbox"/> Maestro Debit card <input type="checkbox"/>
Card Number:
Debit card start date:/...../.....
Credit / Debit Card Date of Expiry:/...../.....
Issue number (debit cards only):
Name that appears on credit card:
Full Address, including postcode that credit card bills to:
..... Postcode:
<i>(enter carefully - must match for card to be processed)</i>
Card security code: The Card Code is a 3 or 4 digit number that appears on the back of the credit/debit card.
Cardholder's signature:

Acceptance of terms and conditions.

"I am the parent/guardian of I accept full responsibility for my baby before, during and after the swimming session and will inform the teacher immediately of any concerns I may have. I understand that the main purpose of the session is for the mutual enjoyment of the water. I accept that at times there will be physical contact between the teacher and my baby in a professional, caring manner. I have read and accept the terms and conditions, along with the code of conduct detailed on the enclosed document"

Parent/Guardian Name:

Signature: Date:

2.0 Terms and conditions

- Acceptance of terms and condition** – By making payment for classes you accept the terms and conditions by which Aquanauts operates. These are available on line at www.aquanauts.uk.com.
- Course and session times** – We have designed our courses to run in-line with the standard school term and each course will normally last between 10 and 12 weeks (the "Course"), with a 1 to 2 week break during standard school half term. Each week you and your child will attend a swim and learn lesson lasting between 20 and 30 minutes (the "session") depending on the age and ability of your child.
- Session times** – You and your child are allocated a specific session (i.e. Session time and venue) each week throughout the duration of the Course. You and your child's health and safety is our prime concern therefore, we cannot accommodate changes that you may wish to make to your Session times or venues and request that you attend the Session that you have been allocated only (and not to attend other Sessions as this may cause a breach of guidelines provided for our instructors on child/parent/instructor ratios).
- Payment** – Prior to the commencement of each Course, we require payment in full. Payment may be made by credit or debit card or cash. A completed enrolment form, together with your payment, should be presented to an instructor or sent to Aquanauts UK Ltd, 5 Curlew Way, Simmondley, Glossop, SK13 6QF. Please note that payment for each course is non-transferable (as outlined in paragraph two above). Aquanauts will keep your details on record and with your signed permission each time re-use the payment details for rebookings. Where stock is taken and not paid for at the time of the stock being taken, payment for this item will be taken from the credit/debit card details you have supplied to aquanauts.
- Credit / Debit Card Payments** - All payments made by you the client to Aquanauts will be subject to a charge of £1.50 where the purchase costs £10 or less. This charge is to cover the cost charged by Streamline and the additional administration costs incurred by Aquanauts for taking low value transactions. Cash can be paid for items costing £10 or less, for which no charge is made.

- Cheque Payment** – Cheque are not accepted as a form of payment.
- Postponed classes** – Where a class is not able to be held due to factors outside of Aquanauts control e.g. pool breakdown, adverse weather conditions. Aquanauts will aim to reschedule the class again within the term. Where a class is rearranged you will be notified, refunds or credits will not be offered where an alternative class is offered. Where possible re-arranged classes will be at the same location, day and time as your regular classes.
- Refunds** – Once Courses have commenced, Aquanauts UK Ltd cannot issue refunds. In exceptional circumstances where a letter from your GP is provided setting out the reasons for the child's non-attendance, and where a child is absent due to illness for three sessions or more in succession a credit against future courses may be considered solely for use on the next terms course.
- Cancellation** – If you wish to cancel a course:
 - 15 days prior to the start of the Course, an administration fee of £20 will be deducted from the course fee.
 - Up to 14 days prior to the start of the Course, no refunds will be given.
- Personal belongings** – Personal belongings left in the changing facilities and at the pool-side are left at their owners own risk, and Aquanauts UK Ltd accept no responsibility whatsoever for loss, theft or damage.
- Vehicles and car parking** – All vehicles must be parked at pool locations in line with the pool's instructions for parking. Failure to comply with these instructions may result in your lessons with Aquanauts being cancelled without refund. Vehicles left in the cars park are left at the owners own risk and Aquanauts UK Ltd accept no responsibility whatsoever for loss, theft or damage.
- Purchased goods from Aquanauts UK Ltd** – Items purchased from Aquanauts UK Ltd will be refunded only if:
 - The product is faulty.

Note: On non faulty items refunds or exchanges will not be given if packaging and/or labels have been removed. If a product is unsuitable, it can be exchanged within 28 days of purchase. Samples of different stock sizes are available at lessons. If in doubt, try a sample product before removing packaging / labels.

3.0 Our "code of conduct"

- Arrival at the pool** – To minimise the disruption to Sessions being taught, we kindly request that you do not arrive at the pool more than 10 minutes prior to start of your Session. We suggest that parents arrive "ready to swim" so that they can concentrate on preparing their child for the Session.
- Changing facilities** – As changing facilities are limited in terms of space, it is essential that you leave prams, buggies and car seats collapsed in the pool foyer (where applicable). Please ensure you remove your shoes before entering the pool area. At the end of the Session, we advise that you keep your child wrapped in a towel and get changed first, as this is often quicker and dryer for both parent and child. We ask you to also be aware that the floors are often wet and therefore may present a slip hazard for you and your child. We also request that you use the changing facilities as efficiently as possible, and leave these in the condition you would expect to find them, so that parents and children arriving for the next Session can use them.
- What to bring** – We recommend that you bring the following items with you to each Session:
 - A changing mat;
 - Towels for parent and child;
 - Swim nappies.

Please note these are essential up to the age of 3 regardless of whether your child is potty trained. From 3 years a conventional swim suit is acceptable as long as your child is **FULLY** toilet trained.

Note: Aquanauts UK Ltd operates a '2 layer' nappy system, this being either a disposable swimming nappy or a washable nappy wrap and a swim nappy. These are available for purchase from Aquanauts UK Ltd, please indicate your preference on the enclosed order form. Prior to your swim session it is requested that you shower to minimise chemical load into the pool.

- Illness** – If your child is unwell we recommend that you do not bring them to a swim Session as they will not benefit or enjoy it. If you are unwell we recommend that you do not come swimming and that you arrange for someone who is familiar to your child to bring them.
- Immunisation** – We recommend you to visit the government website on vaccinations www.immunisation.nhs.uk or consult your health care practitioner.
- Feeding** – most of our pools offer facilities for feeding your baby (please ask for further details if required). It is acceptable for milk feeds to be given prior to a lesson and we would indeed recommend it to ensure a pleasant time with your baby. Solid feeds however, should be consumed approximately 1-2 hours prior to swim time to avoid regurgitation. Babies are often hungry following a swim session please bring milk / drinks / snacks for consumption away from the changing rooms and pool environment.
- Rebooking** – during each term your instructor will inform you of 'rebooking' – this will also be communicated electronically. Where a credit / debit card has been used to book. It will be assumed, unless otherwise communicated by yourself that you wish to rebook and that with your permission (a signature will be requested for each term) we will reuse your card details on a given date. Cash payments need to be made prior to rebooking periods ending.