



# TIFFANY'S SWIM SCHOOL

Welcome Pack

Register and Book lessons now on our APP

[APPLE APP STORE](#)

[GOOGLE PLAY STORE](#)

Search TIFFANY'S SWIM SCHOOL in both APP stores.

Updated 01/10/24. Contact us: +254(0)769 555 444 – admin@west.co.ke



## Vision Statement

Tiffany's Swim School aims to be the premier learn to swim programme in Kenya, offering high quality swimming lessons. All lessons are based on the STA (UK) International Learn to Swim Programme, following the principles of Long-Term Athlete Development (LTAD), in a fun, structured and professional environment.

## Welcome

We would like to welcome you to Tiffany's Swim School. By taking the plunge and becoming a member of our swim school, you have made an important decision for your child's development in swimming. The focus is not on medals or winning, but rather in learning skills through having fun in the pool. We will guide and mentor your children along the initial stages of the swimmer pathway where they will learn fundamental water skills, important foundation work for a greater success long term.

Children will flourish in confidence and skills in our fun yet structured learn to swim programme. Our swimming lessons focus on the **FUND**amental stages of Long-Term Athlete Development with the emphasis on developing basic movement literacy and fundamental learning skills, **Agility**, **Balance**, **Co-ordination** & **Speed**, which will give them the platform to perform at the highest levels in their swimming future.

We have struck a unique partnership with Durham International School. As swimmers' progress in skills and watermanship with our programme they will automatically be fed into Poseidon Swimming Club at Kirawa Road. ([www.poseidonswim.club](http://www.poseidonswim.club)).

**Welcome to Tiffany's Swim School.**

**Register and Book lessons now on our website**  
[www.tiffanys-swim.school](http://www.tiffanys-swim.school)

*Enjoy your journey through swimming with us.*

**Tiffany Wroe – Director**

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## **STA International Learn to Swim Award Scheme**

**Tiffany's Swim School use the STA International Learn to Swim Award Scheme to reward the children in their swimmer's progress.**

### **“STARFISH 1 – 6”**

An innovative series of six progressive awards designed to introduce babies to a water adventure where confidence and safety skills are introduced.

### **“I CAN.... Awards”**

These are specifically for our Seal Pup 1 swimmers! 9 awards include skills like “I CAN...” ...enter the water safely, ... jump in, ...blow bubbles, fun engaging and building skills required for the more advanced awards. Receive your certificate once all 9 skills have been achieved.

### **“STANLEY 1-7”**

An exciting series of seven progressive awards designed to teach learners from 2 years basic swimming and water safety skills.

### **“OCTOPUS 1-3”**

An exciting series of 3 progressive awards specifically designed for children aged between 5 to 8 years old.

### **“GOLDFISH 1-3”**

This programme is designed to be the next stage for swimmers who have progressed through either the STANley First Steps Series or Octopus Series.

### **“ANGELFISH 1-3”**

Prepares swimmers to swim 25m without aid, perform butterfly stroke as well as mastering sculling techniques and entries to the water.

### **“SHARK 1-3”**

This series educates swimmers in basic water rescue and survival techniques as well as starts and turns for each of the strokes.

**STA ADVANCED SWIMMER AWARDS and the STA PLATINUM AWARD** can be achieved at Poseidon Swimming Club – our High-Performance Swimming Club based at Kirawa Road.

**We also have Distance Badges and other supplementary badges.**

### **Register online**

1. **Register and Book lessons now on our APP or Parent Portal**

[APPLE APP STORE](#) [GOOGLE PLAY STORE](#) [PARENT PORTAL](#)

**OR.....Search TIFFANY'S SWIM SCHOOL in both APP stores.**

1. Fill in required family information. Double check that your email address is spelled correctly as this will be your login name and our primary way of contacting you in the event of class changes, registration news, etc...
2. Fill in the information for Child One.
3. Then choose a class for this student. Make sure you only select the class group your child has been allocated by the swim teachers.

**Repeat steps 3 and 4 for each child in your DIRECT family (siblings) you wish to register.**

**Policies and Codes of Conduct:** Check the boxes to agree to our policies and sign your name.

**Click Submit** and you are all set! Please check your confirmation email carefully.

**Payments** – you will automatically receive an invoice. Please make the payment immediately, using any one of our payment methods.

If you are joining part way through a term, the termly fee will be automatically prorated, based on the number of lessons remaining in the term.

**Waitlists:** If your child has been placed on a waitlist that will be indicated in the confirmation email. You will not be enrolled or charged for a waitlist spot until we contact you and confirm your enrolment. If you are on a waitlist for your first choice, we suggest signing up for another option in the meantime to ensure you have a spot.

### **Parental Portal**

Once you have submitted your registration you will be able to login to your Tiffany's Swim School Parent Portal. You can login to the APP or PARENT PORTAL at any time to check your payment history, registration history, and update any family contact information. In the future this is where you will go to complete your class bookings.

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## **TERMS AND CONDITIONS**

Please find below our Terms and Conditions that help with the smooth running of our swim lessons.

**By paying your fees you are agreeing to the terms of Tiffany's Swim School, and it is expected that the principles of the Code of Conduct and these Terms and Conditions should be followed at all events and practice sessions.**

### **Registration & Tuition Payments**

Enrolment cannot be guaranteed without payment. Tuition payments for new swimmers are due upon enrolment in a class. Payment must be received within 7 days of the start date of the class you are enrolling into. If payment is not received, then your booking will be dropped to be made available to others.

### **Payments**

- **MPESA PAYBILL: 7194690.**

ACCOUNT NUMBER: TSS–FULL Name of Child. EG: TSS-Name of Child.

Note. It is important you put TSS before the name of your child, as this indicates Tiffany's Swim School (TSS) on our accounting system.

- **CHEQUE:** payable to “**Wroe Elite Swim Training Ltd**”. Please add your child's name on the reverse of the cheque. Bring to the first lesson.

- **BANK TRANSFER** – Diamond Trust Bank. Account Name: Wroe Elite Swim Training LIMITED. Account Number: 0726768001. Branch: 019 – Village Market. Use your *child's* name as a reference.

For new swimmers registering mid-way through a term, fees will be pro-rated. Swimmers who have already completed a term, will automatically have a space reserved in our year-round program.

Tuition is to be paid **on booking** before the start of your first lesson.

If you do wish to STOP taking swimming lessons, you must notify us by emailing us [admin@west.co.ke](mailto:admin@west.co.ke) within 7 days of the withdrawal. Withdrawal is final and swimmers may need to be placed on the waiting list (if no space) should they wish to return at a future date.

### **No Refund Policy**

Once you have paid swimming lessons there are no refunds for any reason, we have guaranteed that spot for you, if you cancel after that date or during your session, you will forfeit your tuition fee.

### **Health Attestation and Protocol Acknowledgement**

My/Our child/children has/have no physical or health conditions that would limit his or her participation in athletic activities or present a known and undue risk of transmitting any virus and/or disease to other participants in these activities.

Children with special needs or disabilities are welcome and we try to integrate as best we can. However, we reserve the right to remove any child that disrupts or compromises the safety of themselves or fellow swimmers. Safety is our paramount concern. In case of emergency, Tiffany's Swim School staff has my/our permission to use their judgment with regard to treatment until I/we can be contacted.

### **Quality Assurance, Structure, Awards & Performance Pathways**

All Teachers at Tiffany's Swim School are qualified professionals. All lessons will be 30 mins in length based around the STA (Swim Teachers Association UK) International Learn to Swim Awards.

The purpose of these lessons is to encourage and develop children to swim in a fun and safe environment. Classes will be working to the STA Awards as described in the parent's handbook.

All awards are included in the termly fee. There are a host of opportunities available to swimmers as they progress through the groups.

Having graduated from Angelfish & Shark, Swimmers may enter the Poseidon Swimming Club over their own High Performance Swim Team to progress to County, National and International competitions in Swimming.

**Tiffany's Swim School Swim Caps** must be worn at all swimming lessons.

Swimmers will receive a complimentary swim cap on initial enrolment and then once they move to Goldfish. (Please note, one cap per swimmer regardless of classes enrolled on).

Caps can be bought if additional or spares are required.

Goggles are highly recommended. Please ensure a correct fit before the start of the lesson.

### **Parking**

External students, parents, guardians and guests may not enter the Pool facility nor park in the school car park until after the normal School operating hours or as advised by the School on any School event days.

### **Parental Supervision/Class Start and Finish**

Parents or Guardian must always accompany their child when at the school and are responsible for children that they bring to lessons, including supervision in the car park, changing rooms, toilets, shower area, the Pool and any part of the school facility. The Parent or Guardian is required to stay

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in the spectator area or a suitable place where they can see the Pool at all times to maintain supervision of the child, particularly where a child is in a one-to-one lesson with a teacher in the swimming pool and the teacher is 'lone working'.

Under no circumstances will children be allowed to remain in the pool after the class.

Children spectating must always be kept under control & always remain the responsibility of parents/guardians.

Students should be present 5 minutes prior to the start of their swimming class.

As a courtesy to all clients, lessons end at their scheduled time, even for late arrivals.

Missed class time cannot be made up.

Please do not approach or distract teachers during lessons.

If you have any questions, please email Tiffany [tiff@tiffanys-swim.school](mailto:tiff@tiffanys-swim.school) and she will be pleased to help you. This gives swimmers maximum benefits without distraction.

**Behaviour and Personal Conduct** must always be of a high standard and reflect favourably on the sport, Durham International School and Tiffany's Swim School. Language in public or relevant group situations must always be appropriate and socially acceptable.

**Personal Appearance** shall be appropriate to the circumstances. All types of jewellery and watches are to be removed before entering the pool.

**Boys should wear:** Tiffany's Swim School Swim Cap, Jammers, Goggles (optional).

**Girls should wear:** Tiffany's Swim School Swim Cap, Swim Costume, Goggles (optional).

**Babies should wear** swim nappies (not provided, but we do sell them if you forget to bring them to the lesson).

**Attendance** at all activities is expected. Punctuality on all occasions is essential, as lessons will not run over. All swim lessons will start and finish at the times you have been allocated.

**Medication:** It is important that information on all medication being currently taken should be reported to the Teacher. Allergies to any medication must be reported to the Teacher.

**Sanctions:** The teacher shall deal with breaches of the code of conduct in the first instance. If no solution is found, they shall report the incident to the Directors of Wroe Elite Swim Training (WEST) and the head teacher at Durham International School, if appropriate, who shall take such further action as is deemed necessary.

**Session Requirements** are very specific to each group and your level of development. Please see the recommended sessions per week section.

**Competitions:** We do not advocate swimmers to compete in any form of competition whilst in our learn to swim programme. The focus at this stage should not be on speed and winning, but on water skills. Please ensure the focus is on having **FUN** and not winning or other superficial outcomes.

### **Wellness Policy**

You must leave your swimmer at home if: -

They exhibit signs of pinkeye: Contagious eye infections, like pink eye, are a definite reason to stay home. Pink eye is a contagious infection and can make the environment unsafe for other swimmers.

They have Diarrhoea or other GI problems. Not only can frequent bathroom trips disrupt the lesson, but diarrhoea can easily spread a whole host of illnesses.

They have a fever of 38C or 100.4 F or higher: A fever is our body's line of defence in fighting off infection. Your child may return after 48 hours of being fever free without the aid of fever reducer.

### **COVID-19**

If your swimmer or household member suspects exposure to COVID19 or tests positive for COVID19, DO NOT come to class. Please report your absence as soon as possible so that we can get your account marked and eligible for a make-up class.

### **Parental Involvement Policy for Seal Pup 1 Lessons**

At Tiffany's Swim School, we prioritise the smooth transition of children into full swimming lessons. The Parental Involvement Policy for Seal Pup 1 lessons aims to guide parents through a gradual process of reducing their direct involvement in their child's swim lesson, fostering the child's independence, confidence, and trust in the instructor and the aquatic environment, whilst ensuring parents remain actively engaged in their child's aquatic journey.

Procedure:

#### 1. Initial Parental Involvement:

- During 'initial' Seal Pup 1 lessons, parents are allowed to enter the water if they wish to do so.
- While parental presence in the water is permitted, we highly encourage full participation in the lesson and adherence to the teacher's instructions.

#### 2. Week One:

- Parents are encouraged to stay in the pool for the entire duration of the lesson.
- Actively engage with your child and follow the instructions provided by the teacher

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### 3. Subsequent Weeks:

- Over the following lessons, gradually reduce your direct involvement.
- Begin by taking small steps to remove yourself from the immediate vicinity of the lesson activities while still being present poolside.
- Observe your child's response and comfort level with the teacher, the lesson structure, and the pool environment.

### 4. Transition to Full Independence:

- By week / lesson 3 or 4, aim to be completely removed from the lesson area.
- Trust in the instructor's ability to guide your child through the lesson independently.
- Remain available in the spectator area or poolside (if necessary) for support and encouragement if needed, but kindly avoid direct intervention unless necessary.

### Rationale:

- Gradually reducing parental involvement allows children to develop confidence and independence in the water.
- Building trust between the child, teacher, and aquatic environment is essential for a successful transition to full swimming lessons.
- Parental presence in the spectator area or (if necessary) poolside provides reassurance while allowing children to focus on the lesson and bond with their teacher.

### **Missed Classes/Make-Up Policy – TERMLY LESSON**

At Tiffany's Swim School, we believe that children are most successful in a consistent learning environment. Overuse of rescheduling can negatively affect classes and your child's progress.

We do offer you the ability to schedule absences and book make-ups through the APP and Parent Portal, but kindly please honour the spirit of this privilege and respect that we prefer you use it only for serious illness (e.g., broken bones) or 'one off' advanced notifications.

Registration for a make-up can only be requested through the APP and PARENT PORTAL.

Absences cannot be credited towards future tuition as we plan and provide a place for your child in a specific class; therefore, missed classes cannot be deducted from tuition.

### **Important Note:**

- **THE ABILITY TO BOOK A MAKE-UP LESSON IS NOT A GUARANTEE.**
- **MAKE-UPS CAN ONLY BE USED IF THERE IS A VACANT SPOT IN THE SYSTEM, RESULTING FROM ANOTHER CHILDS' CANCELLATION.**

Full Absence / Make-up Policy

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1. Make-up lessons can only be scheduled in the same 'session' as the booking of the original lesson (Eg: September term lessons can only be made up in the September term and will not carry over to the January term or other intensive lessons).
2. Make-ups are non-transferable, non-refundable and expire at the end of each term's session, they are not permitted to be rolled over to next term. unless the broken bone or specific serious illness, including COVID-19, goes into the next terms lessons.
3. You can only book a make-up lesson of the same level as the original booking. (EG: if you are in a Seal Pup 1 class you will not be allowed to make-up in a Seal Pup 2 class and so on).
4. The ability to book a make-up is not a guarantee.
5. Make-up availability is on a first come first serve basis.
6. Make-ups can only be booked if there is a vacant spot in the system resulting from another child's cancellation.
7. We can only offer make-up lessons if spaces are available. If no space are available, then unfortunately, we can not offer any more rescheduling or any other make-up.
8. It is the parents' responsibility to keep checking the portal / APP for a vacant spot in a lesson.
9. You cannot cancel a make-up lesson - so book carefully.
10. You cannot make-up a make-up lesson - so book carefully.
11. You can only schedule an absence 1 day before your normal scheduled lesson and not on the day of the lesson itself - unless for a very serious sickness (contact us on [director@west.co.ke](mailto:director@west.co.ke) in this circumstance).
12. You may book a make-up lesson up to 1 minute before the make-up lesson begins. You MUST be booked onto the class to join that lesson.
13. We do not guarantee the same teacher, time, or student ratio as your 'normal lesson'.
14. We have a no refund policy, and we will not offer credits.
15. Make-ups are a 'given privilege' and not your right.
16. Make-up will only be authorized to fully paid-up accounts.

**Wroe Elite Swim Training Limited have the right to revoke the ability to schedule make-up lessons at any time, if we feel that make-ups are being misused.**

You can schedule make-up lessons, but please do not abuse this 'privilege' by rescheduling lessons every single week.

If you need to swap lessons permanently to a more convenient time, please contact John ([director@west.co.ke](mailto:director@west.co.ke)) 0726999895.

### **Missed Classes/Make-Up Policy - INTENSIVE HOLIDAY LESSONS**

Due to the nature of the intensive lessons, it is **not** possible for you to request an absence or for us provide a make-up lesson for missed lessons during Holiday Intensives.

Holiday Intensives are highly discounted and there is no other slot for you to complete a makeup.

Tiffany's swim school still have expenses on these days and a last-minute cancellation means we may not be able to 'fill your space' with another customer.

Late notification absences **cannot** be credited towards future tuition as we plan and provide a place for your child in these intensive lessons.

If it is a **serious sickness**, kindly contact John, with as much notice as possible, (0726999895 / director@west.co.ke) who will organise a credit on your account for future use.

NO REFUNDS WILL BE PROCESSED.

### **Missed Classes/Make-Up Policy – STARFISH LESSONS**

At Tiffany's Swim School we are fully aware of the special individual needs and requirements of children this age.

We understand that various 'things can happen' at any time or day for these children. For example, children's nap times can change and that the mood on the day can influence your child's attendance. Sickness can also just 'happen' at any time! We also know that if you schedule an absence, then a makeup class may not be available.

**Kindly Note:** All these factors were considered whilst pricing the STARFISH lessons. We heavily discount STARFISH lessons (50% - From 22,968kes to 11,484kes) to compensate for any missed lessons that your child may have during the term.

### **Missed Classes/Make-Up Policy – ADULT LESSONS**

At Tiffany's Swim School, we recognize and appreciate the unique circumstances that adults may encounter during our lessons.

We acknowledge that unforeseen events such as injuries, illnesses, last-minute business trips, or vacations can disrupt attendance. Unfortunately, due to our limited number of lessons, makeups for missed sessions are not feasible.

Please be aware that the pricing of our adult lessons has been thoughtfully crafted, taking into consideration these potential disruptions. We offer a substantial discount, reducing the cost from

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22,968kes to 13,920kes, to account for any missed lessons that may occur throughout the term.

By enrolling in our adult lessons, you acknowledge and agree that the discounted fee already compensates for missed lessons. Refunds will not be provided, and there is no option for payment transfer between terms, except in cases of serious illness, where considerations may be made.

### **Future Drop and Lesson Reservation**

If you intend to leave the program towards the end of the current term, you have the option to request a “Future Drop” on booking. Just get in touch and we can organise this for you. There are two alternatives available to you:

#### **Option 1: Future Drop from the Term**

You can choose to “Future Drop” from the current term. Under this option, a prorated fee will be charged for the lessons you will miss. It's important to note that selecting this option does not guarantee you the same lesson time and day in the subsequent term.

#### **Option 2: Secure Your Preferred Day and Time for the Next Term**

If you wish to secure your preferred lesson day and time for the next term, you can choose to book the entire term in advance. By doing so, you ensure that your preferred schedule is reserved for you in the upcoming term. For lessons you anticipate missing during the current term, you have the flexibility to schedule absences. Additionally, you can make up these missed lessons within the current term.

We encourage you to carefully consider the two options based on your preferences and circumstances. If you have any questions or require further clarification, please don't hesitate to reach out to our customer support. Your satisfaction and seamless transition are our priorities.

### **Pool Closure & Class Cancellation Policy**

Tiffany's Swim School reserve the right to cancel swim lessons, at any time, for any reason.

Your child will be offered Make-up lessons should this very unusual situation arise.

NO REFUNDS WILL BE PROCESSED.

### **Teacher Schedules/Absences**

Our clients will eventually become fond of instructors. So have we, we love our instructors!

We will continue to make decisions regarding where instructors are placed based in the effort to provide our clients with the best swimming experience possible. We understand that different students respond to different teaching personalities.

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We will always try to respond to these needs.

We will never guarantee a particular instructor and always reserve the right to change instructors if other considerations require it.

We encourage parents to use different instructors.

Our goal is for every child to be able to swim regardless of who they are swimming with, what the circumstances are, and where they are swimming.

### **Photos Photographic Policy**

Tiffany's Swim School has a strict no photography/filming policy. I understand however that Photos and video may be taken by Tiffany's Swim School staff only and used for internal marketing to our clients (e-newsletters, facility flyers and posters, Facebook, Website, etc.)

I understand that names are never printed with the photos of children, unless with prior permission.

### **Privacy Policy**

Tiffany's Swim School respects your privacy & takes protection seriously. We will not sell, distribute or lease your personal information to third parties, unless we have your consent or are required by law to do so.

### **Pool Closure & Class Cancellation Policy**

Tiffany's Swim School reserve the right to cancel swim lessons at any time for any reason. Your swimmer will be offered Make-up lessons should this very unusual situation arise. In the event of Pool Closure, credits will be applied to your account for outstanding lessons due. NO REFUNDS WILL BE PROCESSED.

### **Bad Weather and Thunder Policy**

We do our best to make weather-related decisions in a timely manner, however it is not always possible. Therefore, we recommend all families check emails (look in SPAM folders), text messages or APP notifications. We will use all those communication methods to relay closing information.

***We will swim in the rain.***

Swimming is not permitted within an hour either side of a thunderstorm.

Safety guidelines for outdoor pools dictate that upon hearing thunder, or seeing lightning, the pool is to be vacated immediately.

Make-ups and refunds may not be offered in these unusual circumstances as we still have expenses on these days.

### **Right to Refuse Service**

In the event of disruption to the safety or quality of our programming, Tiffany's Swim School has the right to refuse service to customers.

**Tiffany's Swim School expects all its members, when attending any event or training session, to:**

- Comply with the codes, rules and laws within the guidelines set out by Tiffany's Swim School & Durham International School.
- Behave without discrimination on the grounds of race, colour, language, religion, birth or social status.
- Respect the basic human rights, worth and dignity of each member.
- Observe the authority and the decisions of all officials.
- Encourage all swimmers to obey the spirit of the rules and laws both in and out of the pool.
- Treat other members and staff with equal respect.
- Understand that bullying in any form, from members, be it physical, verbal or emotional is unacceptable and will not be tolerated by Tiffany's Swim School, but both victims and bullies will be given the necessary support.

**Tiffany's Swim School encourages parents and carers of its members to follow these responsibilities:**

- Encourage your child to learn the rules and swim within them.
- Help your child to recognise good performance, not just results.
- Never force your child to take part in sport.
- Set a good example by recognising fair play and applauding good performances for all.
- Never punish or belittle a child for a poor performance, losing or making mistakes.
- Publicly accept officials' judgements and decisions.
- Support your child's involvement and help them enjoy their sport.
- Use correct and proper language always.
- Encourage and guide your child to accept responsibility for its own performance and behaviour.

**Tiffany's Swim School actively encourages all its members to:**

- Ensure Tiffany's Swim School maintains a welcoming and friendly environment to all its members.
- Tell us when we are doing something wrong, we will always listen and take the feedback on board.
- Encourage friends to join Tiffany's Swim School and always pass on our good name.
- Be active! Get involved! Have Fun.

### **MOBILE APP & Parent Portal**

The Tiffany's Swim School app allows you to manage your account with ease, register for classes and holiday intensive swimming lessons and any special events. You'll also receive important notifications about class changes, closures, registration openings, special announcements, and upcoming events.

The Tiffany's Swim School app is an easy-to-use, on-the-go way to access everything that Tiffany's Swim School has to offer, right from your smartphone.

Download from these stores:

[APPLE APP STORE](#)

[GOOGLE PLAY STORE](#)

If the links do not work – just Search Tiffany's Swim School in your relevant App Store.

If you are struggling with the APP you can always use the Online Parent Portal to control your account:

[ON LINE PARENT PORTAL](#)

### **WEST & Tiffany's Swim School - Assumption of Risk & Release of Liability**

I, the enrolled participant and/or the parent/guardian of the participant agree and understand that swimming is a hazardous activity. I recognize that there are risks inherent in the sport of swimming, including but limited to paralyzing injuries and death.

As the legal parent or guardian, I release and hold harmless Wroe Elite Swim Training, Tiffany's Swim School and Durham International School, its owners and operators from any and all liability, claims, demands, and causes of action whatsoever, arising out of or related to any loss, damage, or injury, including death, that may be sustained by the participant and/or the undersigned, while in or upon the premises or any premises under the control and supervision of Tiffany's Swim School, its owners and operators or in route to or from any of said premises.

The participant also agrees to indemnify Wroe Elite Swim Training and Tiffany's Swim School for any damages incurred arising from any claims, demand, action or cause of action by the participant.

The participant authorizes any representative of Tiffany's Swim School to have the participant treated in any medical emergency during their participation in the program. Further, the participant and/or parent/guardian agree to pay all costs associated with medical care and transportation for the participant. I have noted any medical/health problems of which the staff should be aware.

I have carefully read the above liability release and sign the enrolment form. with full knowledge of its contents and its significance.

It is a condition of this Agreement that a signed 'School Disclaimer Form' is submitted to Durham International School for every student enrolled by TSS for its private Paid Swimming Lessons before they commence their first swimming lesson at the School.

### Durham International School - Disclaimer

We understand and accept that Durham International Schools Limited requires as a condition of use of its Pool facilities after its normal School hours at Durham International Nursery & Pre-Prep School, that Parents (or Guardians) that enroll their children for swimming lessons with **WROE ELITE SWIM TRAINING LIMITED** (carrying on business under the business name of **TIFFANY'S SWIM SCHOOL**),

- are responsible for children that they bring to lessons from arrival on site, supervision in the changing rooms and in any part of the School premises;
- do not leave the premises whilst their child is in the pool and stay on poolside or a suitable place where they can see the swimming pool at all times to maintain parental supervision of their child.

We hereby agree to indemnify, defend and hold harmless Durham International Schools Limited and its officers, employees, agents, successors and assigns from and against any and all suits, claims, liabilities, damages, judgments, order, decrees, actions, proceedings, fines, penalties, damages, losses, costs and expenses, including but not limited to reasonable attorneys' fees, (collectively, "Claims") to the extent arising from any incidents occurring during swimming classes conducted at Durham International Nursery & Pre-Prep School by **WROE ELITE SWIM TRAINING LIMITED**.

Name of Parent: \_\_\_\_\_ Signature \_\_\_\_\_

Name of Child: \_\_\_\_\_ Date: \_\_\_\_\_

*A physical signed form must be given to the Director of Swimming **BEFORE** the first lesson. This disclaimer must also be accepted during the online registration process.*



## Fees & Payment Procedure for Academic Year 2024– 2025

Payment must be made on booking, before your first lesson.

<b>Term Dates for Academic Year 2024 – 2025</b>
1. Monday 9 <sup>th</sup> September to Saturday 7 <sup>th</sup> December 2024. (13 Weeks)
2. Monday 6 <sup>th</sup> January to Saturday 4 <sup>th</sup> April 2025. (13 Weeks)
3. Monday 28 <sup>th</sup> April to Saturday 12 <sup>th</sup> July 2025. (11 Weeks)

All packages to be paid in full, on booking.

Tiffany's Swim School. Termly lessons will not run during Durham School main holidays and public holidays, unless advertised. – Half terms are included, and will continue throughout, in the termly package.

Package	Recommended Lessons per week	1 <sup>st</sup> Family Member Fee	2 <sup>nd</sup> + Sibling Fee
		To Pay KES (Incl. 16% VAT)	To Pay KES (Incl. 16% VAT)
Adult Lessons	<b>1</b> (60 mins)	<b>13,920</b>	<b>No Discounts</b>
Parent and Baby	<b>1</b> (30 mins)	<b>11,484</b>	<b>No Discounts</b>
1 lesson a week	<b>1</b> (30 mins)	<b>22,968</b>	<b>20,671</b>
2 lessons a week	<b>2</b> (30 mins)	<b>39,045</b>	<b>35,141</b>
3 lessons a week	<b>3</b> (30 mins)	<b>57,190</b>	<b>51,471</b>

**Notes:** 2 lessons a week is a **15%** discount on 1 lesson a week before tax fee.  
3 lessons a week is a **17%** discount on 1 lesson a week before tax fee.

- If you join mid-term your lesson fee will be prorated depending on the number of lessons remaining in the term.
- Each package expires after 1 term, no rollover of lessons from term to term.
- No Refunds.
- Everyone is entitled to sibling discount. First child pays full fee, 2<sup>nd</sup>+ children pay the discounted rate (10% on the basic fee – before 16% VAT)
- Some lessons maybe cancelled due to various events in the year. Eg: National Age Group Championships (Poseidon Swimming Club), school swimming galas and events in the school. You will be informed by email or push notification if your lesson is cancelled, these lessons missed will be eligible for make-ups, you can book them on the app.

(Free swim cap included on joining and moving groups from Seal Pup 2 - Goldfish)

### Payments

- MPESA PAYBILL: **7194690**.
  - ACCOUNT NUMBER: **TSS**–Full Name of Child.

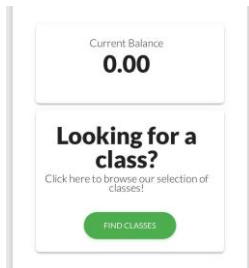
Note. It is important you put **TSS** before the name of your child, as this indicates Tiffany's Swim School (TSS) on our accounting system.

- **CHEQUE:** Payable to “**Wroe Elite Swim Training Ltd.**” Please add your child's name on the reverse of the cheque.

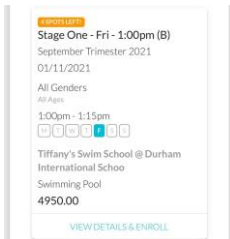
## HOW DO I BOOK A CLASS ON THE PARENT PORTAL?

It's very simple!

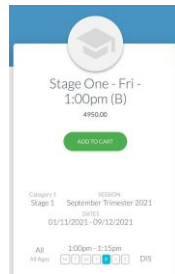
Log in to 'MY ACCOUNT' on the Parent Portal or APP.



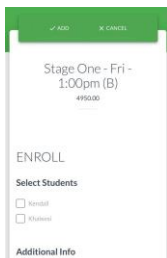
1. Click find class.



2. Scroll to find the class you want to book. Click select view details and enrol



3. Once happy - select add to cart.



4. Select the child, or children, you want to Enroll to the class you have selected.

Then select ADD (top of page).  
*You have added to cart. THEN.....*

Select Checkout Now!

Then. Select **ACCEPT ENROLLMENT FEES AND CONTINUE**

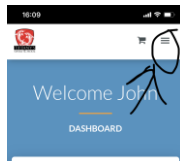
It will then say Enrolled!

Click OK!

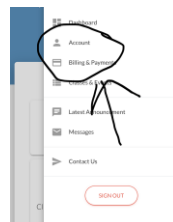
**JOB DONE!**

## HOW DO I ADD AN ADDITIONAL STUDENT?

1. In the parent portal. Click the 'hamburger' Icon (top right)

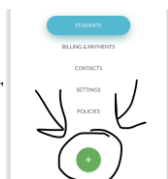


2. Select Account.



3. Select the green plus button  
You will then go to the ADD STUDENT screen.

4. Add the details required.  
Click **SAVE. JOB DONE!**



## **ABSENCES AND MAKEUPS**

Kindly re-read our Missed Classes/Make-Up Policy.

### **How do I schedule an absence?**

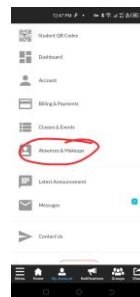
*Note: **You can only schedule an absence yourself 24hrs before the lesson.** After this point, email [director@west.co.ke](mailto:director@west.co.ke) to explain why you will not make the lesson. (In this case, once we have authorised the makeup go to STEP 2).*



### **STEP 1 – Submit an absence.**

On the APP go to **MY ACCOUNT** then click on the **HAMBURGER** menu (top right). On the next screen select **ABSENCES & MAKEUPS**. On the next screen select **SUBMIT AN ABSENCE**. Now select the swimmers the absence applies to (you can select more than one swimmer).

Chose the dates you are absent **From..... To....** and then type in the **reason** for your absence.



Click on **NEXT STEP** and you will see the lessons that the swimmer will be absent for.

Select the lessons that you are absent and submit.

- Then you must wait... Behind the scenes we shall receive an email notifying us of the absence. Once we have seen the email, we will go to your account and **AUTHORIZE** the absence.

**STEP 2 - Schedule a Make-up Class.** Once you have received an email confirming the authorized absence then...








Go to **MY ACCOUNT - HAMBURGER - ABSENCES & MAKEUPS**.

You should see the list of lessons that have been authorized for makeups - click on the **GREEN SCHEDULE MAKEUP**. You will be given a whole list of lessons that you can book. It will not allow you to book out of your current level and it will not allow you to transfer the booking term to term unless a serious injury or illness – see our Missed Classes/Make-Up Policy.

In the case of missed lessons in the final week of term, contact us and we will organise something for you.

**Important to note:** Make ups are not guaranteed. When booking a make-up, the system will only show you what lessons have spaces. Make-ups can only be used if there is a vacant spot in the system, resulting from another child's cancellation.

## SWIMMER PATHWAY & AWARD SCHEME

W.E.S.T.	GROUP	STA AWARD	Supplementary Awards
<b><u>Tiffany's Swim School</u></b>  	<b>Starfish</b> (4 months – 2.5 years)	Starfish 1 Starfish 2 Starfish 3 Starfish 4 Starfish 5 Starfish 6 	
	<b>Seal Pup 1</b> (2yrs +)	I CAN... STAnley 1 STAnley 2 STAnley 3 STAnley 4 	Octopus 1 Octopus 2 Octopus 3 
	<b>Seal Pup 2</b>	STAnley 5 STAnley 6 STAnley 7	(Octopus are for swimmers aged 5 years plus)
	<b>Goldfish</b>	Goldfish 1 Goldfish 2 Goldfish 3 	
	<b>Angelfish &amp; Shark</b>	Angelfish 1 Angelfish 2 Angelfish 3 Shark 1 Shark 2 Shark 3 	
<b><u>Poseidon Swimming Club</u></b>  	<b>County Squad</b> (at least 8 ¼ years) Ideally 9 years.	Advanced Swimmer - Bronze Advanced Swimmer - Silver Advanced Swimmer - Gold Competitive Starts and Turns 1	<b>Poseidon 50m SPEED AWARDS</b>  Bronze
	<b>National Squad</b>	Advanced Swimmer - Platinum Competitive Starts and Turns 2	Silver
	<b>International Squad</b>	National and International Levels of Competition.	Gold  Platinum

**Learn to Swim Groups and Lesson Requirements**  
Group levels are based on ability not age.

Name of Stage	Colour of Swim Cap	Stage Focus	Maximum Number in Class	Recommended Lessons Per Week
Starfish (3 months to 2½ yrs.)	Not Applicable	Focus is Safe, fun, water confidence and enjoying the water. Bring your own swim nappies.	12 (Whole Pool)	1
Seal Pup 1 (2 years + )	Red Cap	Non-swimmers but gaining more confidence and removing arm bands when ready.	6	1-2 (30 mins)
Seal Pup 2	Red Cap	Just starting to swim and gaining more confidence and skills. Paddle becomes strokes!	6	1 – 2 (30 mins)
Goldfish	White Cap	Swimming 10 - 25m without the use of a float. On all 4 competition strokes. Develop sculling skills	6	2 (30 mins)
Angelfish & Sharks	White Cap	Swimming 25 – 100m of all competitive stroke on a efficient level. Control of breath within the strokes.	6	2 – 3 (30 mins)
After stage 4 you will move to County Squad at <a href="#">Poseidon Swimming Club</a> to continue your development.				
County Squad <a href="#">Poseidon Swim Club</a>	Poseidon Swim Club Cap!	Furthering competitive skills, Starts, Turns and learning how to swim fast whilst maintaining technique.	N/A	3 - 4 (45 mins)

## **Tiffany's Swim School & Poseidon Swimming Club Contact Details**

**Director:** Mrs Tiffany Wroe.

### **Director of Learn to Swim**

Teaching / Coaching Qualification: Swim England Level 2 in Coaching Swimming (QCF).  
Swim England Level 3 Swimming Coordinator (SEQ).

Mobile: 0769 555 444.

Email: [admin@west.co.ke](mailto:admin@west.co.ke)

**Location:** Durham International School.

Website: [www.tiffanys-swim.school](http://www.tiffanys-swim.school)

**Director:** Mr John Wroe BA (Hons) MSc. FIOS (Fellow of the Institute of Swimming).

### **Performance Director**

Teaching / Coaching Qualification: Swim England Level 3 Senior Swimming Coach.  
STA Tutor (International Swimming Teacher Status).

Mobile: 0769 555 444.

Email: [director@west.co.ke](mailto:director@west.co.ke)

**Location:** Kitisuru Swimming Park – Kirawa Road

Website: [www.poseidonswim.club](http://www.poseidonswim.club)