

VIRGIN ACTIVE THAILAND

LEARN TO SWIM RULES

EVERYONE AT VIRGIN ACTIVE LEARN TO SWIM MUST PLAY BY THE RULES. THE RULES AREN'T JUST ANY OLD RULES, THEY'RE PART OF YOUR OFFICIAL VIRGIN ACTIVE LEARN TO SWIM MEMBERSHIP AGREEMENT AND HAVE BEEN LOVINGLY PREPARED BY OUR LEGAL GUYS. SO PLEASE TAKE A MOMENT TO GET FAMILIAR WITH WHAT THEY HAVE TO SAY.

WHO SHOULD PLAY BY THE RULES?

The Virgin Active team, Virgin Active Learn to Swim Members and their Parents/Guardians (known as "Members" in your Agreement and throughout these Rules) or Guests (together known as "you").

WHY?

So we can keep ourselves nice, safe and maintain Learn to Swim standards.

So everyone, especially you, can have a good time at Learn to Swim.

PLAYING FAIR

Unlike some rules, like only having chocolate once a week, our rules can't be broken.

If you don't comply, we may ask you to leave Learn to Swim, deny you Learn to Swim and/or Virgin Active access, or (if it's really serious) terminate your Learn to Swim and/or Virgin Active Membership.

We will of course be fair when applying our Rules (which we'll do at our discretion). While we're not here to rain on your parade, we will consistently apply our Rules so that everyone can swim and play in a safe and comfortable environment.

THE ODD CHANGE

We may change these rules occasionally. When this happens, we'll let you know in advance by popping a notice on Learn to Swim display boards and by updating our website (www.virginactive.co.th).

MEMBERSHIP

1. Say hello by flashing your membership card at Reception, you'll need this every time you come in.
2. No-one else may use your card.
3. If your card gets lost or nicked, you'll need to get a new one from us and pay a replacement fee.

4. If your fees aren't up to date, or your membership is inactive, we unfortunately won't be able to let you in.
5. On termination of the membership please return your membership card to your Learn to Swim home club.
6. If we terminate your membership, you will no longer be eligible for membership at any Virgin Active clubs and/or Learn to Swim program.

BRINGING THE FAN CLUB

7. You may bring friends or family (Guests) to watch you during your lesson, but you'll need to use our Members Lounge space for this.
8. Your Parent/Legal Guardian must accompany Guests at all times, be responsible for their behavior and make sure that they play by these Rules. Your Parent/Legal Guardian must not leave Learn to Swim prior to your Guest's departure. Guest(s) access is limited to watching lessons and Guests cannot use any club facilities during this time.

THE GENERAL STUFF

9. We'll post the Learn to Swim lesson times on our LINE Official Account.
10. Please leave Learn to Swim facilities punctually at the end of your lesson.
11. Don't bring alcohol or illegal drugs into, or smoke inside, any Virgin Active club areas.
12. Don't swim while under the influence of alcohol, anticoagulants, antihistamines, beta blockers, narcotics or tranquilizers.
13. You'll need to pay for any loss or damage caused by you or your Guests whilst using our Virgin Active club facilities including Learn to Swim areas.
14. Unless we give the OK, please don't sell any product or service to our Members or Guests.
15. No running in the facility.
16. To be fair, keep showers short (2 minutes) to allow all our lil' swimmers a chance to shower after lessons.
17. No unsafe behavior in and around the pool. This includes pushing, pulling or dunking in the pool.
18. Our pools are not deep. No diving, not even belly flops.
19. Your child must change in the Family changing room. If you are accompanying your child to a lesson and need to change this must be done in the provided cubicles within the Family changing room.

20. No electronic items to be used whilst using our pools.

HAPPY SNAPS AND THE LIKE

21. Unless we give the OK, please don't take any pictures, photographs, films, audio, videos or live streaming via any form of recording device, including but not limited to phones or cameras, while on or looking at the Club premises. This includes any of the Learn to Swim areas, changing rooms, and Members lounge.
22. If you are taking audio, photos, videos or live streaming in our Clubs please respect other member's privacy including ensuring that you do not photograph or film members without their consent and by ensuring that you are not detracting from other members' experience using the Club. Absolutely no photos or videos are permitted in the change rooms or pool area (including Steam Room, Ice Room and Salt Room). We reserve the right to ask you to delete content off your device or remove it from social media if we deem it inappropriate.
23. Virgin Active may occasionally take photographs/images of Learn to Swim and its facilities (including Members). We'll get your written permission beforehand. We reserve the right to use these photographs/images for commercial purposes without payment.

LESSONS

24. All lessons need to be pre-booked, and some have maximum head-counts.
25. Your Instructor will be with you for the duration of your pre-paid package. If for some reason we need to change instructors, we'll be sure to let you know on entry.
26. Everybody needs to have a quick shower on the pool deck before entering the water.
27. The decision that you are ready to progress to the next Learn to Swim level is entirely at the discretion of the Sports and Events Manager or coordinator in consultation with your Instructor.
28. Just like other sports, swimming has a dress code too. Anyone participating in lessons is required to wear a swimming costume and a swim cap. Board shorts and T-shirts look great but can get in the way when learning to swim. Anyone under 4 years and those who have not mastered the luo, will need to wear a specific swim nappy.

OH BEHAVE

29. All Learn to Swim, their Parents/Legal Guardians and Guests are expected to maintain a certain standard of behavior.
30. This standard means fighting, bullying of any kind, use of bad language, aggressive behavior or rudeness towards others will not be tolerated. Everyone is also expected to respect their environment. This includes the pool, the water play area, all equipment, the staff and each other.

FOOD & DRINK

31. No one is permitted to bring food into Learn to Swim areas.
32. You may bring cold drinks into Learn to Swim areas, but they must be in plastic bottles - no glass please.
33. Let's keep the pool and surrounds pristine and pop all rubbish, including nappies in the bins provided.

BIG RESPONSIBILITIES

34. Parents/Legal Guardians must remain on the site and be available to your child, at all times.
35. The Instructor's duty of care begins at the start of the lesson and concludes at the end of the lesson. You must be there to retrieve your child from the lesson.
36. Whilst we have staff attending our pools, they are not meant to replace the close supervision of Parents and Legal Guardians.
37. Before and after the lesson, Parents and Legal Guardians should actively supervise the children they are responsible for at all times and should be dressed ready to take action.

HEALTH, WELLNESS AND SICKNESS

38. Everybody who goes in the pool must fill in a Health Check Questionnaire before entering the water.
39. Any child requiring medication needs to take this prior to entering the pool. Virgin Active will require written permission from their Parent/Legal Guardian to administer these medications for any ongoing conditions i.e. asthma or for an allergy or epipen in case of an emergency.
40. Please be aware that our Instructors cannot diagnose and/or prescribe treatment for any form of injury, disease, or other medical problem beyond first aid and CPR.
41. There are lots of different types of illnesses, and some are more serious than others. As a general guideline, children should not attend Learn to Swim if they have an illness that prevents them from comfortably participating in swimming lessons.

42. The following list of symptoms are indicators of infectious illnesses:

- Unusual behavior (a child is less active, crying more than normal, uncomfortable or just seems unwell)
- Feverish appearance
- Diarrhea
- Vomiting
- Loss of appetite
- Conjunctivitis
- Unusual spots or rashes
- Patches of infected skin
- Grey or pale faces
- Unusually dark urine
- Yellowish skin or eyes
- Sore throat or difficulty in swallowing
- Headache or stiff neck
- Severe persistent or prolonged coughing
- Frequent scratching of the scalp or skin
- Breathing trouble

43. If your child is or appears to be unwell or displays any of the above symptoms he/she may not be permitted to enter Learn to Swim at our discretion. Members should not come to a lesson if they are suffering from an infectious disease, even if they are on medication suppressing the symptoms. This is to protect your child and aid in their speedy recovery but also to make sure everyone else at Learn to Swim stays fit and well.

CANCELLATIONS, MISSED LESSONS AND LATE ARRIVALS

44. For all of the Learn to Swim program, if you wish to cancel or reschedule a session, you are eligible for one lesson per term. You must notify your instructor at least 24 hours in advance.
45. If you fail to provide at least 24 hours' notice, the session will be considered used, and no makeup classes, credit or refund will be given.
46. No makeup classes, credit or refund will be provided for any missed classes without prior notice.
47. If you're late for a session, the session length will be shortened accordingly, and your credit will still be charged. If you're more than 20 minutes late, the session may be cancelled, and your credit will be deducted.

PAYMENT AND RE-ENROLMENT

48. We offer lessons pre-paid and payment must be completed prior to the commencement of the sessions.
49. Your child's current time and day and class spot will remain theirs until they progress to the next level or you cancel. If you wish to change your day or time or you have been informed, you are ready to progress to the next level you can do this at Learn to Swim reception subject to availability.

50. Payment for the next term will need to be made at your home club in full. You will be contacted by our team prior to the current term ending.

51. We will remind you near the end of your term about the need to re-enroll your child for the next term. You are responsible for letting us know your up-to-date contact details.

52. Other than set out in these Rules, there are no refunds or credits.

SAFETY FIRST

53. Don't mess around with fire doors or fire exits and please don't block fire exits with equipment.
54. Please follow any health and safety notices displayed. Please let a Virgin Active team member know if you are hurt or injured before you leave the Club.
55. Have your ears turned on and follow staff instructions at all times.
56. Sun exposure - As our pools are outdoors, please make sure to protect your child and yourself against the sun by applying sunscreen before your child's lesson starts.
57. In an emergency or when an announcement is made, have your ears turned on and follow the Club staff's instructions at all times. If you don't evacuate when asked we will treat this as a serious breach of these Rules.

LAST BUT NOT LEAST

58. We reserve absolute discretion when approving Learn to Swim Membership applications and these Rules.
59. Parents/Legal Guardians are responsible for making sure their children and Guests follow all these rules.
60. Lockers are available to store your gear while using the Club (if they're not all full). We can't guarantee that the use of a locker will stop theft or damage to your stuff from occurring and we do not accept liability for any theft, except where due to our negligence.
61. We are not responsible for your property if it is a damaged or lost while in our Clubs.
62. We use CCTV to monitor any incidents at our Clubs.