



Welcome to the Class

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Information

General

From the start of class you reach us on telephone 072 901 99 85.

Adults assisting child to class

To be able to assist the child in the locker room, you need an admission bracelet/passéramband. The bracelet is available at the first lesson by the cashiers teller for a deposit of 100 SEK. When the bracelet is returned after the last lesson of the class the deposit is refunded. Taking care of the bracelet, is your responsibility.

Note

Only one bracelet is needed for you and your child.

You are only welcome to sit-in on the first and last day of class, and must change into swimming wear or synthetic material. It is not allowed to use ordinary cloth (for example cotton). Note that no carriages, stroller etc for babies are allowed inside the hall.

Entrust the child/ren at lesson start, either

- you keep watch from the changing room until the class starts and he child enters the hall and sits by the teachers bench, you keep watch from the changing room
- you have changed clothes and entrust the child to a trainer wearing a wetsuit
- group-class students are fetched from the dressing room when the lesson starts

It is also possible to:

- Wait in the café with a big window into the swimming hall.

- Sit-in on other lessons you must pay the entrance fee.
- Swim during the time of the lesson then you must pay the entrance fee and change into swimming wear.

Note

Except for the first and last lesson, adults may only be in the swimming area for a minute without full payment to the facility.

Children in class

To be able to access the locker room, you need an admission bracelet /passéramband. The bracelet is available at the first lesson by the cashiers teller for a deposit of 100 SEK. When the bracelet is returned after the last lesson of the class the deposit is refunded. Taking care of the bracelet, is your responsibility.

- Always visit the toilet before lessons.
- Always shower before lessons, wash hair and body.
- Padlock - bring a padlock or buy one at the cashier.
- Admission bracelet - Note if an adult is assisting only one is needed.

Note

Children in group class are fetched by the trainer from the girls and boys changing rooms at the start of the class. After class the children will be dropped off in the changing rooms.

Adult in class

To be able to access the locker room, you need an admission bracelet /passéramband. The bracelet is available at the first lesson by the cashiers teller for a deposit of 100 SEK. When the bracelet is returned after the last lesson of the class the deposit is refunded. Taking care of the admission bracelet, is your responsibility.

- Always shower before, wash hair and body.
- Padlock - bring a padlock or buy one at the cashier.
- Swimming goggles - for Crawl and Butterfly swimmers ; or buy at the cashier.
- We meet on time by the swimming pool

Group classes / Schools

Children in group class are fetched by the trainer from the girls and boys changing rooms at the start of the class. After class the children will be dropped off in the changing rooms.

- Always visit the toilet before lessons.
- Always shower before lessons, wash hair and body.
- Padlock - bring a padlock or buy one at the cashier.

Note

For schools: At least one teacher shall be inside the swimming pool during the whole class. The teacher must change into swimming wear or synthetic material.

Entrance admission bracelet , intensiv classes special note

No entrance admission bracelet is needed during intensive classes, during this time the swimming pool is closed for the public..

Locations of training facilities

Min Simskola swimming classes is located at Askims simhall and Frölundabadet. The swimming pools is open daily for the public. For price and opening-hours look-up or contact the swimming pool.

Askims simhall

Askims simhall facilities includes a separate small pool and a 25 meter pool

Visiting address: Gärdesvägen 5, 436 51 HOVÅS

Closest bus stop: Hovås Nedre.

Frölundabadet

Frölundabadet facilities include a separate small pool and a 25 meter pool.

Visiting address: Valthornsgatan 13, 421 51 VÄSTRA FRÖLUNDA

Closest bus stop: Frölunda torg or Munspelsgatan or Smyckegatan.

General terms and conditions

Booking, payment and cancelation

Booking by e-mail or via the web page is a binding agreement

Payment must be available to Min Simskola at the invoice maturity-day/förfallodag normally 15 days after the invoice date. When booking a class or a lesson that starts in less than 15 days the maturity day will be the same as invoice day, pay the invoice directly.

Cancelation of a class can be done up to 10 working days before the start of the first lesson. In cases when the participation has been canceled by doctor orders, we refund the class from the date of the medical certificate - doctor's note, which has to be presented. The refund will be for the lessons not taken minus the administrative fee. The administrative fee is 150 SEK.

No show or cancelation of lesson, a reschedule can only be given if we can schedule another student for the lesson. We make it possible at a reduced fee to book a catch-up lesson for an ordinary lesson when rescheduling is not possible.

It is only possible to book one catch-up lesson per no show/cancelation of a scheduled lesson, any extra lesson will be at full price.

When a guarantee lesson is canceled or a no show, a catch-up lesson is required to keep the learn to swim guarantee which is otherwise void.

Catch-up lesson prices:

- One-to-One 225 SEK
- Friends-to-One 175 SEK per student or a One-to-One at 275 SEK
- Group 100 SEK

Canceled lesson by Min Simskola, an additional lesson is offered at the end of the class. All enrolled students will be contacted by phone or e-mail. We have the right to cancel lessons when a third party is not able to perform services. No compensation is given at force majeure.

We reserve the right to use different trainers when a trainer calls in sick.

Learn to Swim Guarantee

Available for One-to-One classes.

The following condition must be fulfilled for the guarantee to be applicable:

- Ask for the guarantee at the first lesson.
- We must **be able to teach** without any hindrance; hindrance can be due to disabilities, trauma, refusal to participate, concentration difficulties.
- An evaluation is done after lesson number one and two to rule out any of the above, which will make the guarantee void.

By giving us all the information asked for during booking, we can give you early indication on the guarantee.

If the customer chooses to cancel the class due to lost guarantee, the lesson left is fully refunded

Even without a guarantee all lessons are always adapted to the student, the need to be able to feel safe and proficient in the water. We always strive for each student to be able to swim 10 meters without help.