

Pool Rules, Safety and Parent/Guardian Acknowledgement

Master rules for both SwimStories teaching venues

Shared safety rules, clearly separated venue requirements and one programme-specific parent acknowledgement.

ESSENTIAL SAFETY MESSAGE

Swimming lessons build valuable skills, but no lesson can guarantee a child's safety in or around water. Direct and active adult supervision remains essential at all times outside the lesson.

VERSION

1.2 | 4 August 2026

SWIMSTORIES POOL

7 Botha Street, Lemoenkloof, Paarl, 7646

PICARDIE GUEST FARM

8 Laborie Street, Courtrai, Paarl, 7646

DOCUMENT PURPOSE

Parent-facing pool and venue rules with acknowledgement

PROGRAMME AND VENUE SCOPE

How to Use This Document

Every family must read Part 1, which applies at both SwimStories teaching venues. Families must then read only the venue-specific section that matches the swimmer's programme. The acknowledgement records the applicable programme, venue and document version accepted.

PROGRAMME	VENUE	READ
Water Safety & Survival Swimming	SwimStories Pool, 7 Botha Street	Parts 1 & 2
Refresher Courses	SwimStories Pool, 7 Botha Street	Parts 1 & 2
Little Swimmers Weekly	SwimStories Pool, 7 Botha Street	Parts 1 & 2
Stroke Development	Picardie Guest Farm	Parts 1 & 3
Holiday Booster Swim Sessions	Venue confirmed at time of booking	Parts 1 & 2, or Parts 1 & 3 (as confirmed at booking)

Essential Rules at a Glance

1. Children and swimmers enter the pool area or water only when invited by their instructor.
2. Parents and caregivers wait off the pool deck unless invited closer and supervise siblings at all times.
3. Only the booked swimmer may enter the water during SwimStories lessons.
4. No running, pushing, rough play, climbing, unauthorised jumping or unauthorised diving is permitted.
5. Follow instructor directions, venue instructions and displayed safety or pool-closure notices immediately.
6. Do not attend when the swimmer has a contagious illness or may create a health or hygiene risk.
7. Photography or recording requires instructor permission and may include only the parent's own child unless every affected person has consented.
8. Swimming ability never removes the need for direct and active adult supervision around water.

PART 1 | APPLIES AT BOTH VENUES

Shared Pool Rules and Safety Requirements

APPLIES TO

Water Safety & Survival Swimming, Refresher Courses, Little Swimmers Weekly and Stroke Development, and Holiday Booster Swim Sessions when scheduled at this venue.

Entering and Supervision

9. Children and swimmers may enter the pool area or water only when invited or instructed by their SwimStories instructor.
10. Parents and caregivers must wait in the designated area off the pool deck unless invited closer by the instructor.
11. Siblings and other children must remain under the direct and active supervision of their parent or responsible adult at all times.
12. Only the booked swimmer may enter the water during a SwimStories lesson.
13. Children may not be left unattended before or after lessons. The parent or authorised adult remains responsible until the instructor begins the lesson and resumes responsibility immediately when the lesson ends.
14. Pool gates, entrances and access points must remain closed and properly secured.
15. Families must remain within the designated entrance, waiting, changing and pool areas applicable to their venue.

Around the Pool

16. No running, pushing, rough play, wrestling, climbing or other unsafe behaviour is permitted.
17. No unauthorised jumping or diving is permitted. A swimmer may dive only when specifically instructed and supervised by a qualified instructor in a suitable area.
18. Glass containers, breakable items and sharp objects are not permitted in the pool area.
19. Food, chewing gum and drinks other than water must remain outside the immediate pool and wet-deck area.

20. Alcohol, smoking, vaping, intoxicated behaviour and illegal substances are prohibited in the SwimStories teaching and pool environment.
21. Pool furniture, steps, platforms, signs and teaching equipment may not be used as jumping platforms or climbing structures.
22. No person may tamper with pumps, heat pumps, chlorinators, electrical equipment, cleaning equipment, safety equipment or chemical-treatment systems.
23. Personal belongings must be kept away from pool edges, walkways, access routes and teaching areas.
24. All instructor directions and displayed safety notices must be followed immediately.

Lessons and Instructor Authority

25. Only registered swimmers may participate in SwimStories lessons.
26. Parents may not enter the water, coach from the side, distract the swimmer or interfere with a lesson unless requested by the instructor.
27. SwimStories instructors may stop, shorten, postpone or cancel a lesson when a swimmer's health, emotional state or behaviour, or the weather, water quality, equipment or facility conditions, creates a safety concern.
28. An instructor may ask any person to leave when their behaviour creates a safety risk, disrupts lessons or fails to respect these rules or the venue.
29. SwimStories teaching equipment, toys, goggles, fins, flotation aids and other training devices may be used only with the instructor's permission.
30. Attendance at lessons does not guarantee that a child is safe in or around water and never replaces direct and active adult supervision.

Health, Illness and Hygiene

31. Swimmers must not eat food during the one hour before a lesson. For Water Safety & Survival Swimming Course and Refresher Course participants, and for Little Swimmers Weekly swimmers under three years old, milk, formula and dairy products must not be given during the two hours before a lesson.
32. A swimmer may return after a fever only once they have been fever-free for at least 24 hours without fever-reducing medication.
33. A swimmer may return after vomiting or diarrhoea only once they have been symptom-free for at least 48 hours.

34. Do not attend when the swimmer has a contagious illness, an uncovered infection or another condition that may affect pool hygiene or safe participation.
35. Open wounds must be properly covered with a suitable waterproof dressing. The instructor must be informed before the swimmer enters the pool.
36. Parents must disclose and keep updated all relevant medical, developmental, sensory and emotional information, allergies, medication, injuries, seizure disorders and additional support needs. SwimStories may request medical clearance where reasonably required for safe participation.
37. Swimmers should use the toilet before entering the pool, and younger children should receive regular toilet checks.
38. Any vomiting, blood, faecal matter or other possible contamination in or near the pool must be reported immediately to the instructor.
39. If a contamination incident occurs, everyone must leave the water immediately and may re-enter only once the pool has been treated and declared safe.

Photos, Privacy and Safeguarding

40. Parents must obtain the instructor's permission before taking photographs or videos during a lesson.
41. Parents may photograph or record only their own child unless specific consent has been obtained from every affected person.
42. No unrelated swimmer, family member, staff member, guest or private area may appear in a photograph or recording without consent.
43. Photography or recording may not disrupt a lesson or compromise safety.
44. All children must be treated with dignity and respect. Bullying, intimidation, harassment, discrimination, aggressive behaviour and inappropriate conduct are prohibited.
45. Any concern about a child's safety, inappropriate conduct or safeguarding must be reported promptly to the SwimStories owner or designated safeguarding contact.

Weather, Water Treatment and Temporary Closures

46. No lesson may take place during thunder or lightning. Everyone must leave the pool area and follow the instructor's directions.

47. No swimmer may enter while chemicals are being added, the water is being treated or a pool-closure notice is displayed.
48. A displayed 'POOL CLOSED: DO NOT ENTER' notice must be obeyed without exception.
49. Nobody may remove, alter, ignore or cover a safety, treatment or closure notice.
50. The pool may be closed due to contamination, poor water clarity, incorrect chemical levels, equipment failure, maintenance, weather or another safety concern.
51. The pool may reopen only once the responsible person has confirmed that it is safe for swimming.

Collection and Emergency Arrangements

52. A parent or authorised responsible adult must bring and collect each child. A child may not leave with an unauthorised person.
53. Parents must inform SwimStories in writing when another person will collect their child.
54. Emergency exits, gates and access routes must remain clear. Vehicles, prams, bags, furniture and belongings may not block them.
55. Rescue and first-aid equipment must remain visible, accessible and in its designated position.
56. All accidents, injuries, contamination incidents, property damage and near misses must be reported to SwimStories.
57. In an emergency, everyone must follow the instructor's or designated emergency leader's directions and stop lessons immediately when instructed.
58. Parents must provide accurate emergency-contact and relevant medical information and keep it updated.

PART 2 | SWIMSTORIES POOL**Pool Rules & Safety at 7 Botha Street****PROGRAMMES AT THIS VENUE**

Water Safety & Survival Swimming | Refresher Courses | Little Swimmers Weekly | Holiday Booster Swim Sessions (when scheduled at this venue)

Our SwimStories Pool is a warm, private teaching environment at 7 Botha Street, Lemoenkloof, Paarl. A few clear venue-specific rules help us protect every child, family and lesson.

Entering and Supervision

Children may enter the pool area only when invited by their instructor. Parents and caregivers wait off the pool deck unless invited closer. Siblings and other children must remain under the direct supervision of their parent or responsible adult at all times.

Around the Pool

No running, pushing, rough play, climbing or unauthorised jumping is permitted. Only the booked swimmer may enter the water. Glass, sharp objects, food and chewing gum must remain outside the pool area. Please follow all instructor directions and displayed safety notices immediately.

Health and Hygiene

Please do not attend if your child has a contagious illness or may create a health or hygiene risk. Children under four years old, and older children who still wear nappies, must wear the required SwimStories reusable Splash Nappy. Any contamination incident must be reported immediately.

Photos and Privacy

Parents may photograph or record only their own child, with the instructor's permission. No other swimmer, family member, staff member or private area may be included without consent.

ESSENTIAL SAFETY MESSAGE

Swimming lessons build valuable skills, but no lesson can guarantee a child's safety in or around water. Direct and active adult supervision remains essential at all times outside the lesson.

Splash Nappy Requirements

The Splash Nappy requirements apply only at the SwimStories Pool, 7 Botha Street, for the programmes listed above.

59. Children under four years old, and older children who still wear nappies, must wear the required approved reusable SwimStories Splash Nappy while using the pool.
60. A standard disposable swimming nappy on its own is not sufficient for SwimStories lessons.
61. The reusable Splash Nappy must fit securely around the child's waist and legs.
62. Parents must check and change nappies before entering the pool area.
63. Nappy changes must take place in the designated changing area and not on the pool deck, furniture or surrounding property.
64. Used nappies, wipes and hygiene products must be placed in the appropriate waste bin.

Private Teaching Environment

65. Families must use only the designated entrance, waiting, changing and pool areas.
66. Private residential, storage, operational or unrelated areas may not be entered without permission.
67. Noise must be kept at a respectful level and the venue must be left clean and tidy.
68. Parking instructions must be followed and gates, driveways and emergency routes may not be blocked.
69. Any accidental damage, breakage or spill must be reported immediately.

PART 3 | PICARDIE GUEST FARM**Pool Rules & Safety at Picardie****PROGRAMME AT THIS VENUE**

Stroke Development | Holiday Booster Swim Sessions (when scheduled at this venue)

Picardie Guest Farm is a private, shared venue. SwimStories families are guests and may use only the designated parking, entrance, waiting, changing and pool areas allocated to SwimStories.

Entering and Supervision

Swimmers may enter the pool area or water only when invited by their instructor. Parents and caregivers wait off the pool deck unless invited closer. Children and siblings must remain under direct adult supervision outside the booked swimmer's lesson.

Around the Pool

No running, pushing, rough play, climbing or unauthorised jumping or diving is permitted. Only the booked swimmer may enter the water. All instructor directions, venue instructions and displayed safety or pool-closure notices must be followed immediately.

Respecting the Property

Please do not enter accommodation, garden, conference, farming, office or other private areas. Keep noise to a respectful level, supervise children near vehicles and animals, use the designated parking and never block gates, driveways or emergency routes.

Photos and Privacy

Parents may photograph or record only their own child, with the instructor's permission. No other swimmer, guest, staff member, accommodation area or private part of the property may be included without consent.

ESSENTIAL SAFETY MESSAGE

Stroke Development builds skill, technique, control and endurance, but swimming ability never removes the need for direct and active adult supervision around water.

Picardie Venue and Property Requirements

70. SwimStories families must remain within the areas allocated for parking, entrance, waiting, changing, swimming and lessons.
71. Accommodation, garden, conference, farming, office, storage and other private or operational areas may not be entered without permission.
72. Children may not roam around the farm, accommodation areas or private sections of the property.
73. Parents remain responsible for supervising children near guests, staff members, vehicles, animals, plants, equipment and private property.
74. Noise must be kept at a respectful level and no person may disturb guest-farm visitors.
75. Decorations, plants, signs, furniture, artwork and venue equipment may not be moved, climbed on, removed or damaged.
76. No person may interfere with cameras, Wi-Fi equipment, electrical connections, security devices or other installations.
77. Litter must be placed in the provided bins and all allocated areas must be left clean and tidy.
78. Any accidental damage, breakage or spill must be reported immediately.
79. A person responsible for deliberate, negligent or avoidable damage may be held liable for the reasonable cost of repair, replacement or specialist cleaning, subject to applicable law and the formal SwimStories agreement.
80. Parking instructions must be followed. Vehicles may not block gates, driveways, farm access points, private parking bays or emergency routes.
81. Drivers must move slowly and cautiously because children, guests, animals and farm vehicles may be present.

Where SwimStories has approved an unattended drop-off arrangement for a Stroke Development swimmer under clause 32 of the SwimStories Terms and Conditions and Enrolment Agreement, the Parent must comply with that arrangement, including remaining contactable throughout the lesson and collecting the Swimmer promptly when it ends.

Picardie Pool Cover

These rules protect SwimStories families from the pool-cover hazard. They do not make parents responsible for operating, replacing or maintaining the Picardie pool cover.

- 82. No child or adult may walk, sit, stand, play or jump on the pool cover.
- 83. The pool cover must never be treated as a safety barrier or as a surface capable of supporting a person's weight.
- 84. No person may swim underneath, climb underneath or become enclosed beneath any part of the pool cover.
- 85. Only an authorised venue or SwimStories representative may remove, replace or operate the pool cover and roller.
- 86. Any damage to the pool cover, roller or related equipment must be reported immediately.

Compliance With the Applicable Rules

Failure to follow the shared rules or the applicable venue-specific rules may result in a lesson being stopped, access being refused or a person being asked to leave.

Serious or repeated breaches may result in enrolment being suspended or terminated in accordance with the SwimStories Terms and Conditions.

SwimStories and the applicable venue may introduce reasonable additional safety, privacy, access, hygiene or property-protection measures when necessary. Displayed instructions must be followed.

PART 4 | PARENT OR GUARDIAN COMPLETION REQUIRED

Parent/Guardian Acknowledgement

IMPORTANT

This acknowledgement applies only to the shared rules and the venue-specific section matching the programme selected below. It does not replace the separate SwimStories Terms and Conditions, Privacy and POPIA Consent, or Indemnity, Risk and Emergency Medical Consent.

Applicable Programme and Venue

- ☐ Water Safety & Survival Swimming | SwimStories Pool, 7 Botha Street | Parts 1 & 2
- ☐ Refresher Courses | SwimStories Pool, 7 Botha Street | Parts 1 & 2
- ☐ Little Swimmers Weekly | SwimStories Pool, 7 Botha Street | Parts 1 & 2
- ☐ Holiday Booster Swim Sessions | Venue confirmed at time of booking | Parts 1 & 2 or Parts 1 & 3 (as applicable)
- ☐ Stroke Development | Picardie Guest Farm | Parts 1 & 3

Holiday Booster Swim Sessions are offered only on selected dates confirmed by SwimStories and are not available during every school holiday. The applicable venue and rules (Part 2 or Part 3) will be confirmed to the Parent when the session is booked.

Pool Rules & Safety

- ☐ I confirm that I have received, read and understood the applicable SwimStories Pool Rules, Safety and Parent/Guardian Acknowledgement.
- ☐ I agree to follow these rules and to ensure that my child, accompanying adults, siblings and visitors under my responsibility follow them.
- ☐ I understand that failure to follow the rules may result in a lesson being stopped, access being refused, or enrolment being suspended or terminated in accordance with the SwimStories Terms and Conditions.
- ☐ Where applicable, I acknowledge and accept the Stroke Development unattended drop-off arrangement described in clause 32 of the SwimStories Terms and Conditions and Enrolment Agreement.

Electronic Acceptance

For electronic acceptance, the registration or booking record must capture the parent or guardian's full name, swimmer's full name, programme, document version accepted, and date and time of acceptance.

☐ I confirm that the information above is accurate and that I accept the applicable rules electronically.

QUESTIONS OR UPDATES

Please contact admin@swimstories.co.za before the next lesson if any information changes or if clarification is required.