

Parent Responsibilities: Drop Off & Collection

Coaches are responsible for swimmers only while they are poolside; parents are responsible at all other times. This page sets out Guildford City Swimming Club's rules for parents on handover, supervision, collection and communication, taken from the Parent Code of Conduct.

Handover and supervision by age

Age	Parent responsibility
8 and under	Always hand over and collect your swimmer directly to or from a GCSC coach, Team Manager or Chaperone. Make sure your swimmer knows they must not leave poolside for any reason without telling a Coach, Team Manager or Chaperone.
9 and over	You are fully responsible for your swimmer's actions in the facility and while changing. Coaches take responsibility once they are poolside; you take it back as soon as they leave poolside.
16 and under	A parent must remain within the facility at all times.
17	You decide whether your swimmer may drive to and/or stay at the pool alone. You remain responsible for them before they reach poolside and after they leave it, whether or not you are present.

Venue-specific arrangements

Venue	What parents must do
Spectrum Leisure Centre	Stay within the facility. You are responsible for your swimmer in the changing areas; coaches take over poolside.
Surrey Sports Park	Stay within the facility. You are responsible for your swimmer in the changing areas; coaches take over poolside.
Charterhouse School Pool	Accompany your swimmer into the centre. You are responsible in the centre and changing areas; coaches take over poolside.
Garrison Military Pool	You are responsible in the centre and changing areas; coaches take over poolside.
Guildford High School Pool	Hand your swimmer to the coaches at the start of training and collect them from the coach at the end.
Notre Dame School Pool	Hand your swimmer to the coaches at the start of training and collect them from the coach at the end.

Drop-off, collection and communication

- Be on time. Deliver and collect your swimmer promptly for training sessions and events.
- Check a coach is there. Make sure a coach is present before your swimmer goes poolside.
- Running late? Tell a coach as soon as possible, or ask another responsible adult to pass the message on.
- Leaving early. Tell the coach by email, WhatsApp or text, at least 48 hours ahead where possible, and say who will collect your swimmer.
- Contact details. Your swimmer must carry contact details for the parent or responsible adult looking after them, on their phone or in a waterproof container in their swim bag.
- Swimmer's Code of Conduct. Make sure your swimmer understands it.

Late Collection of Swimmers Policy

Guildford City Swimming Club — in association with Swim England's Wavepower

Guildford City Swimming Club (GCSC) recognises that, occasionally, a parent or carer may be delayed or unable to collect a swimmer on time. This policy sets out what the Club expects from parents/carers and swimmers, and how GCSC's coaches, teachers and officers will respond if a swimmer is not collected as arranged. It has been developed in line with Swim England's Wavepower safeguarding policy.

Who this applies to

- Swimmers under 11 — a parent, carer or nominated adult should accompany them to and from sessions, and remain on the premises throughout.
- Swimmers aged 11–16 must have a parent, carer or nominated adult in the facility at all times, including during training and competitions. Collection should be from inside the reception area.

Outside poolside, parents/carers remain responsible for their child's safety and welfare; GCSC's coaches, teachers and poolside staff are responsible for a swimmer's safety and welfare while they are poolside.

If you know you will be delayed

Please contact the session coach or a Club officer as soon as you know you will be late, using the emergency contact numbers held by the Club. Let us know roughly how long you expect to be, or, where possible, arrange for another nominated adult to collect your child instead. This allows us to reassure your child and to plan appropriately.

If a swimmer has not been collected

- A swimmer will never be left alone. Two appropriate adults (ideally DBS-checked), or a parent/carers, will remain with the swimmer until they are collected.
- The swimmer will wait poolside, or in the reception area of the venue — never outside, and never alone in a vehicle.
- Staff and volunteers will not take the swimmer home, to another location, or send them home with another person without the parent/carers permission.
- Staff and volunteers will not wait alone with a swimmer; two adults must be present wherever possible.

Emergency procedure

If a swimmer has not been collected by the expected time and no contact has been received from a parent/carer, GCSC will:

1. Use the emergency contact numbers held for the swimmer to try to arrange for a nominated adult to collect them.
2. If there is no answer, ask the swimmer whether they have contact details for any other family member who may be able to help.
3. Keep the swimmer at poolside or in the venue reception area, supervised by two adults, until they are safely collected.
4. Where a significant time has passed with no contact and no collection has been arranged, contact the police non-emergency line (101) or Children's Social Care for advice.

Concerns about a parent or carer at collection

If a parent or carer arrives to collect a swimmer and a coach or officer has concerns about their ability to take appropriate care of the child — for example, if they appear to be under the influence of alcohol or drugs — the Club will seek advice from the police or Children's Social Care before releasing the swimmer into their care.

Persistent late collection

Parents/carers who repeatedly fail to collect a swimmer on time, or who do not arrive within a reasonable period without giving prior notice, may be failing in their duty of care to their child. In this situation:

- The Club Welfare Officer and another Club officer will arrange to meet with the parent/carer to discuss the matter and agree how it can be resolved.
- If the situation does not improve, the Welfare Officer will seek advice from Swim England's Safeguarding and Welfare Team, Children's Social Care, or the local Multi-Agency Safeguarding Hub (MASH).

Contact details

The Club should keep the emergency contact numbers in this section, and swimmers' individual emergency contacts, synchronised with its current Child Welfare Contacts document.

GCSC Welfare Officer — welfare.officer@gcsc.co.uk

Immediate danger or urgent risk

If a child is in immediate danger, or there is an immediate risk of serious harm, call 999.

For non-emergency police assistance, call 101.

This policy should be read alongside Swim England's Wavepower policy and GCSC's wider Welfare and Safeguarding procedures. It will be reviewed annually, or sooner if Wavepower guidance changes.

Parent Responsibility at Competitions

A. General

1. Be aware of Wavepower and follow its guidance.
2. Follow Club policies and Codes of Conduct, and Swim England regulations, rules and Code of Ethics.

B. Supervision and Safety at Open Meets and Galas

All ages

3. Parents are responsible for their swimmer in the changing areas and at all times off poolside. Coaches are responsible for swimmers only while they are poolside. Remember that facilities may be open to the public.
4. Make sure a coach is present on poolside before allowing your swimmer to go poolside.

Swimmers aged 8 and under

5. Always hand over and collect your swimmer directly to or from a GCSC coach, Team Manager or Chaperone.
6. Make sure your swimmer knows they must not leave poolside for any reason without first speaking to a coach, Team Manager or Chaperone.

Swimmers aged 16 and under

7. A parent must remain within the facility for the whole of the competition or gala.

Swimmers aged 17

8. Parents must decide whether their swimmer may travel to and remain at the pool without a parent present.
9. Parents remain responsible for their swimmer's actions until the swimmer reaches poolside, and from the moment they leave poolside, whether or not the parent is present.

C. Preparing Your Swimmer for Competition

10. Do not send your swimmer to a competition if they are unwell, and let the coach know in advance.
11. Make sure your swimmer has all the kit they need, including hats, goggles, water and snacks.
12. Support your swimmer's nutrition by following the advice given by the coach or nutritionist.
13. Make sure your swimmer has the contact details of the parent responsible for them at the competition, either in a mobile phone or in a waterproof container in their swimming bag.
14. Make sure your swimmer understands the Swimmer's Code of Conduct.

D. Breaks Between Sessions

15. After each Open Meet session, all swimmers must leave poolside and join their parent during the break. This gives coaches, Team Managers and Chaperones time for a break and refreshments.
16. Swimmers aged 8 and under must be handed over to, and collected from, a coach as set out in point 5.
17. Parents must make sure their swimmer knows these rules.

Summary of Responsibilities by Age Group

	8 and under	9 to 16	17
Arriving and changing	Parent responsible	Parent responsible	Parent decides if swimmer attends alone; parent stays responsible off poolside
Going poolside	Parent hands swimmer directly to a coach, Team Manager or Chaperone	Parent checks a coach is on poolside first	Parent checks a coach is on poolside first
While poolside	Coach responsible; swimmer must not leave without telling a coach	Coach responsible	Coach responsible
Breaks between sessions	Parent collects from a coach, then hands back	Swimmer joins parent	Swimmer joins parent
Leaving poolside at the end	Parent collects directly from a coach	Parent responsible once swimmer leaves poolside	Parent responsible once swimmer leaves poolside, present or not
Parent must stay at venue?	Yes, throughout	Yes, throughout	No, parent's decision

This document is to be read in conjunction with GCSC Codes of Conduct for Parents .