



De Thermen²

zwembad De Hoorn
&
zwembad AquaRijn

Zwemles kinderen (EN)



Welcome at
De Thermen2

WELCOME AT DE THERMEN2

Dear Parent/Guardian,

We are delighted that your child will be attending swimming lessons at De Thermen2. De Thermen2 operates AquaRijn and De Hoorn swimming pools in Alphen aan den Rijn. The swimming lessons take place in one of these two pools. We are confident that your child will enjoy swimming with us. Good swimming lessons provide the foundation for a lifetime of safe swimming. Our certified instructors teach in a professional and playful manner. In this brochure, you will find everything about our method, get to know our team, and we have outlined various practical matters.

If you have any questions or comments after reading, you can contact one of the coordinators. This can be done via email, or you can speak to one of the coordinators during your child's swimming lesson.

Coordinators for De Hoorn pool:

Rolanda van't Wout (rolanda@dethermen2.nl)
Britt Rooimans (britt@dethermen2.nl)
Malou van der Wild (malou@dethermen2.nl)

Coordinators for AquaRijn pool:

Melissa Dongelmans (melissa@dethermen2.nl)
Britt Rooimans (britt@dethermen2.nl)
Malou van der Wild (malou@dethermen2.nl)

We wish you lots of swimming fun!
Best regards,
Team De Thermen2



OUR SWIMMING METHOD

At De Thermen2, we use the Swim-ABC, a license from the NPZ-NRZ, where obtaining the A-diploma represents basic swimming skills. With the B-diploma, children are safe enough to play in a pool with attractions like a slide or currents. Only with the C-diploma can children safely swim in open water, such as recreational lakes and wide ditches (except the sea).

STARTING IMMEDIATELY IN DEEP WATER

We deliberately choose to start directly in deep water. This approach better aligns with the motor development of young children and their (high) urge to move. It contributes to a better development of water confidence. For optimal safety, we use a flotation suit. This helps children feel safer while allowing them full freedom of movement, enabling them to experience everything as naturally as possible. By gradually reducing the buoyancy of the suit, children eventually learn to swim without it. The flotation suit can be purchased at the guest service of our swimming pools.

AT THEIR OWN PACE

On average, it takes a child 1.5 to 2 years to obtain the A-diploma. Of course, this varies per child. Some children learn to swim faster than others. We don't want children to take longer than necessary to earn a swimming diploma. Based on your child's development, he or she will progress to the next level. For the A-diploma, we work with 4 levels:

- Level 1
- Level 2
- Level 3
- Level A



In the Swim-ABC program, your child learns essential skills at each stage. The focus is on becoming water-safe. Although attention is given to mastering different strokes (breaststroke, elementary backstroke, front crawl, back crawl), the most important thing is that your child can handle unexpected situations in swimming pools and open water. That is the goal of achieving the Swim-ABC. With the ABC, your child meets the national standard for 'water safety.' It is the foundation for a lifetime of swimming fun in our water-rich country!

SURVIVAL SWIMMING

Does your child have an A, B, and (C) diploma and want to learn even more? Then join the survival swimming lessons. In these lessons, your child will learn how to handle unexpected situations in the water in a playful way. Upon completion, they will receive a recognized survival diploma from the NRZ (National Swimming Safety Board). There are three different survival diplomas: Survival 1, 2, and 3.

STUDENT TRACKING SYSTEM

Track your child's swimming progress online with the student tracking system via the website www.dethermen2.nl. You can also monitor your child's progress here. This is useful if you want to go swimming with your child recreationally! You'll know exactly what skills you can practice together.

HOW DOES IT WORK?

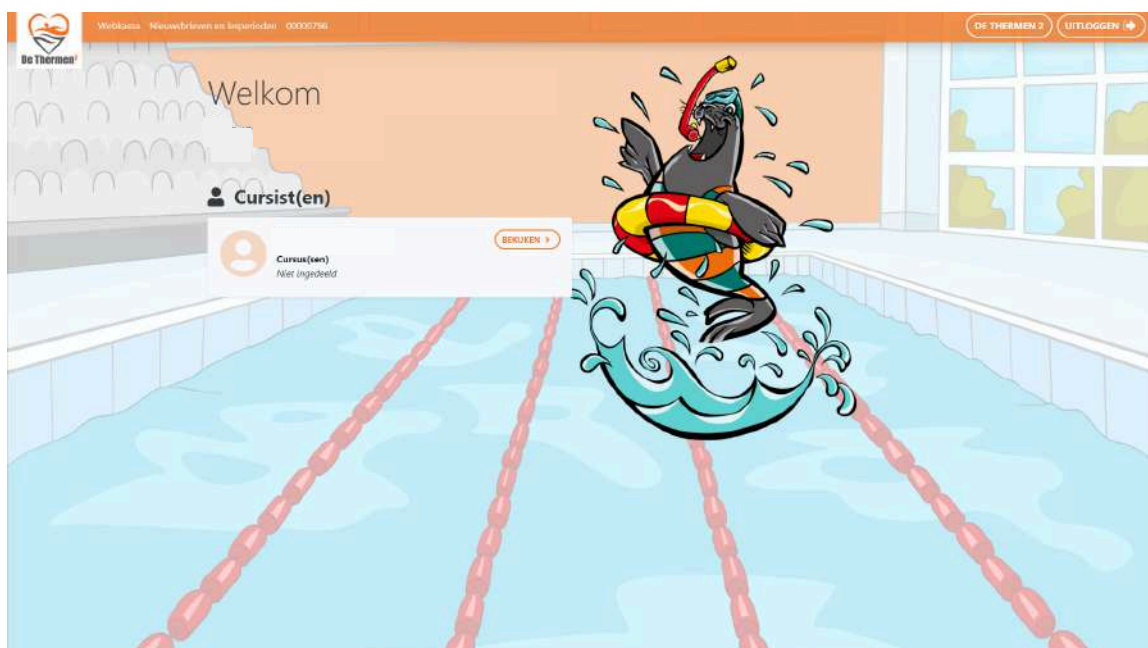
- Go to: www.lvs.dethermen2.nl
- Log in with the email address linked to the swimming pass. This is the email address where you receive our newsletter.
- Do you already have a De Thermen2 account? Then you can use the same password you use for the web ticketing system. If you don't have one yet, click on "forgot password." You will then receive a temporary password in your inbox.

HOW IT WORKS

The use of the student tracking system is straightforward.

- When you click on your child's name, you can see how well they have mastered the required skills. The color in the bar ranges from red to green. The further along your child is, the more the bar turns green.
- The tracking system also includes any comments from the swimming instructor.
- In the tracking system, you can also report your child's absence from a swimming lesson. You can also schedule a make-up lesson within the system. More details about this can be found under practical matters.
- The tracking system is updated monthly by the swimming instructor.

If you have trouble logging in or have any questions about the tracking system, you can send an email to info@dethermen2.nl.



PAYING TUITION (ONLINE)

At Thermen2, you can pay tuition fees in several ways: via the online payment system on www.dethermen2.nl, through the payment kiosk at De Hoorn swimming pool or at the guest service desk at one of our locations. The payment weeks for the upcoming swimming lesson year have already been announced. You can also find the payment weeks on www.dethermen2.nl/informatiezwemleskinderen

ONLINE PAYMENT SYSTEM

1. The first time you log in, it is important to use the email address we have on file and click on "Forgot Password." This is the email address where you receive our newsletter. You will receive a temporary password from us at this email address.
2. Want to add a lesson period to your pass? After logging in, go to "Lesson Pass" in the online payment system and click on "Order." Then you can select a number of lessons and choose the person for whom the lesson period is intended. If no name appears, we ask you to contact us by phone or stop by the guest service desk during your next visit. We will be happy to assist you in resolving the issue.

PAYMENT KIOSK

There is a payment kiosk located at the De Hoorn swimming pool. Through the payment kiosk, you can order activities and lesson periods and add them to your lesson pass. You can also pay directly via the payment kiosk.



GUEST SERVICE

The guest service desk is located at the entrance of both De Hoorn and AquaRijn swimming pools. Check the website for guest service opening hours. You can have a payment period added to your lesson pass by the guest service team.



Guest service in swimming pool De Hoorn



Guest service in swimming pool AquaRijn

OUR TEAM

Meet our team of coordinators (responsible for each swimming location) and our swimming instructors. Which teacher does your child have?



Miss Britt Coördinator swimming pool **AquaRijn & De Hoorn**

E-mail: britt@dethermen2.nl
Present on: wednesday and friday - AquaRijn
thursday and saturday - De Hoorn



Miss Melissa Coördinator swimming pool **AquaRijn**

E-mail: melissa@dethermen2.nl
Present on: monday and thursday - AquaRijn



Miss Rolanda Coördinator swimming pool **De Hoorn**

E-mail: rolanda@dethermen2.nl
Present on: monday, tuesday and wednesday - De Hoorn



Miss Malou Coördinator swimming pool **AquaRijn & De Hoorn**

E-mail: malou@dethermen2.nl
Aanwezig op: tuesday - AquaRijn
friday and saturday - De Hoorn

OUR TEAM



Miss Alice



Miss Anja



Master Ardi



OUR TEAM



Master Bas



Miss Carry



Miss Cheyenne



OUR TEAM



Master Dennis



Miss Edith



Master Edwin

OUR TEAM



Miss Ella



Miss Esther



Miss Hiba



OUR TEAM



Miss Mandy



Miss Maria



Master Nik

OUR TEAM



Miss Noah



Master Okke



Master Richard



OUR TEAM



Miss Richelle



Master Sven



Miss Sylvia



OUR TEAM



Miss Wenny



Master Wouter

PRACTICAL MATTERS

The First Swimming Lesson...

A special and exciting step for you and your child. During the first swimming lesson, your child will receive a beautiful poster of our mascot, Kees the Seal, and blue shoe covers.

I'M GOING TO THE SWIMMING POOL AND I'M BRINGING...

- Towel
- Swimwear
 - Boys: tight swimming trunks, above the knee.
 - Girls: bikini or swimsuit.
- Floatation vest
- Hair ties
- Thermen2 swim pass
- Shower supplies



Kees the Seal Poster

The Kees the Seal poster comes with a sticker system and is primarily intended as a reward system for the children. It also provides parents with insight into their child's progress. Is your child moving on to the next level? Then he or she will receive a Kees sticker. A total of 10 stickers can be collected, up to the C diploma. It's fun for the kids to hang the poster somewhere!

Kees the Seal

Certificate Once your child has completed the level 1, the swimming instructor will give you a transfer slip for Level 2. This also means that your child has earned the Kees the Seal certificate. What a celebration! This certificate can be collected at the guest service desk for €5.00 upon presentation of your transfer slip.

Viewing Lessons

The general rule is that parents or guardians are not allowed in the swimming area during lessons. However, all swimming lessons can be viewed on TV screens in the AquaRijn Community Center and at the café in the De Hoorn swimming pool. During the viewing lesson, you can watch the swimming lesson live in the swimming area. For the swimming lesson year, you can find the viewing lesson dates on the following page: www.dethermen2.nl/informatiezwemleskinderen. You can also ask the swimming instructor questions during the last 15 minutes.

Newsletters

For our latest newsletters, visit www.dethermen2.nl/informatiezwemleskinderen

ENTERING THE SWIMMING AREA

For hygiene reasons, parents/guardians are not allowed to enter the swimming area with shoes on. Blue shoe covers can be purchased at the guest service desk.

PRACTICAL MATTERS

SWIMMING LESSONS

Access to the swimming lessons is granted via a lesson pass in the form of an access card. Before the (first) swimming lesson, you can pay for the swim pass and the (first) lesson period at the guest service desk. You can also purchase a flotation vest for your son or daughter at the guest service desk, which they will need during the lessons. Once the lesson card is scanned at the entrance gate, we register the presence of your child. We work with lesson periods of 4/5/6 weeks. The lesson periods can be found at www.dethermen2.nl/informatiezwemleskinderen

SAYING GOODBYE

- **De Hoorn Swimming Pool:** Students are picked up by a swimming instructor at the showers by the competition pool, after which you can walk with your child to the correct swimming group and say goodbye there.
- **AquaRijn Swimming Pool:** You say goodbye to your child at the showers on the left side. Your child then walks to the swimming instructor on their own.

HOLIDAYS AND VACATIONS

On Good Friday, the friday after Ascension Day and during the autumn, spring, and May vacations, swimming lessons are **rescheduled to the morning**. Look for the right time on www.dethermen2.nl/zwemlesindevakantie.

Regular swimming lessons **are canceled** during the summer and Christmas holidays. However, you can sign up your child for summer swimming lessons, so they can continue practicing during the vacation. Swimming lessons are **also canceled** on the following national holidays:

- Annual Fair: September 16
- Christmas: December 25 and 26 (Christmas holidays)
- New Year's Eve: December 31 (Christmas holidays)
- New Year's Day: January 1 (Christmas holidays)
- Easter: March 28 and 29
- King's Day: April 27
- Ascension Day: May 6
- Whitsun (Pentecost): May 16 and 17

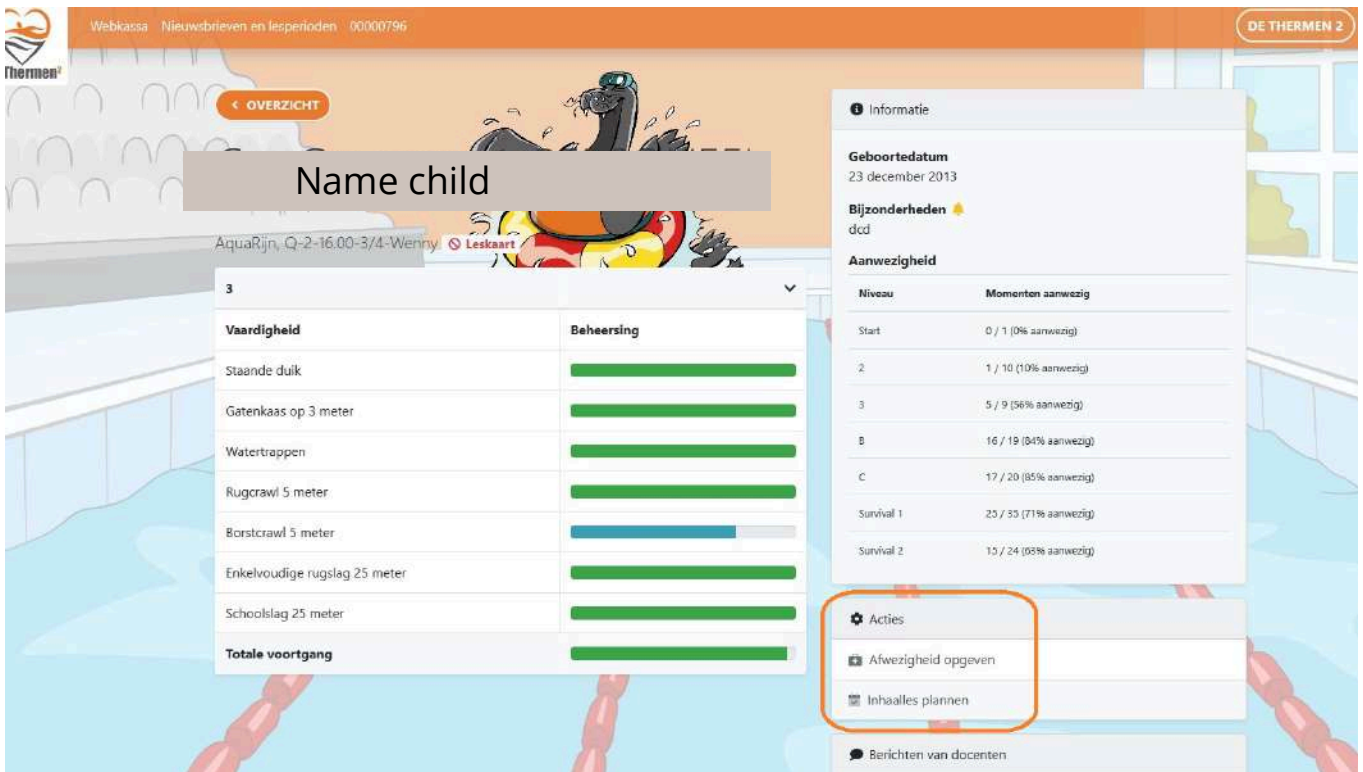
FREE PRACTICE

It is recommended that your child swims regularly outside of lessons to help them feel more comfortable in the water. Upon presenting the paid lesson pass, your child can swim for free during family swimming sessions, under the supervision of a paying adult. This adult must hold a valid swimming diploma. Family swimming takes place on weekends between 10:00 AM and 12:00 PM, outside of vacation periods. During family swimming, if it is not too crowded, it is allowed to practice without the flotation vest, under adult supervision.

PRACTICAL MATTERS

REGISTER IN THE EVENT OF ILLNESS

In case of illness, children can be reported absent using the "report absence" button in the student tracking system on the website. You will then have the option to schedule a catch-up lesson. More information about this will follow. If your child is absent for a longer period, we kindly ask you to contact the swimming lesson coordinator for the day and pool where your child attends lessons, by email. You can find the correct coordinator on our team page.



The screenshot shows a user interface for a swimming lesson tracking system. At the top, there is a navigation bar with 'Webkassa', 'Nieuwsbrieven en lesperiodes', and '00000796'. A 'DE THERMEN 2' logo is in the top right. Below the navigation, there is a 'Name child' field and a 'Leskaart' icon. A table shows the student's progress in various swimming skills, with 'Beheersing' (Mastery) indicated by green bars. A sidebar on the right shows 'Informatie' (Information) including 'Geboortedatum' (Date of birth) as 23 december 2013 and 'Bijzonderheden' (Remarks) as dcd. Below this, an 'Aanwezigheid' (Attendance) table shows the number of moments present for each level. At the bottom, a 'Acties' (Actions) menu is highlighted with an orange box, containing options like 'Afwezigheid opgeven' (Report absence) and 'Inhaalles plannen' (Plan catch-up lessons).

Niveau	Momenten aanwezig
Start	0 / 1 (0% aanwezig)
2	1 / 10 (10% aanwezig)
3	5 / 9 (56% aanwezig)
B	16 / 19 (84% aanwezig)
C	17 / 20 (85% aanwezig)
Survival 1	23 / 33 (71% aanwezig)
Survival 2	15 / 24 (63% aanwezig)

SCHEDULING A CATCH-UP LESSON

Thermen2 offers the option to schedule a catch-up lesson. If you are unable to attend a swimming lesson, you can make it up later. For each swimming level (1, 2, 3, level A, B, C), you have the opportunity to schedule a catch-up lesson twice. These catch-up lessons work like credits; they remain available until your child moves on to the next level.

For example: Student X is in the level 1 and has missed two lessons but has used the catch-up lessons. Their credit for the level 1 is now zero. When Student X moves to the next level, the catch-up lesson credit resets to 2.

PRACTICAL MATTERS

- You can report the student's absence in the student tracking system by clicking the "report absence" button. In this section, you indicate which lesson your child will miss and the reason for the absence. This is shown in the image next to it.

Afwezigheid doorgeven ✕

Voor welk moment wil je afwezigheid doorgeven?

Voor langdurige afwezigheid vragen wij u om contact op te nemen met de zwemles coordinator. Houd er rekening mee dat de eerste 2 gemiste lessen voor eigen rekening zijn.

Wat is de reden voor de afwezigheid?

Medewerkers en docenten kunnen de melding inzien.

- After reporting the absence, a "catch-up lesson" button will appear.
- When you click on the catch-up lesson button, you can choose from various dates to schedule the make-up lesson. Please note: this catch-up lesson can be scheduled a maximum of one week in advance and is subject to availability. Choose a date for the lesson. You will receive a confirmation for the catch-up lesson. Advice: please wait until your child has fully recovered.

Inhaalles plannen ✕

Voor welk niveau wil je een les inhalen?

3

Alleen de niveaus waarvoor inhalen mogelijk is, worden weergegeven

Wanneer wil je een les inhalen?

wo 20 mrt 13:45, Q-3-13.45-3/4-Cheyenne (vol)

wo 20 mrt 14:45, Q-3-14.45-3/4-Wouter (vol)

wo 20 mrt 16:00, Q-3-16.00-3/4-Stephanie

wo 20 mrt 17:00, Q-3-17.00-3/4-Richelle

do 21 mrt 15:00, Q-4-15.00-3/4-Beau

do 21 mrt 16:00, Q-4-16.00-3/4-Laurens

vr 22 mrt 15:00, Q-5-15.00-3/4-Edwin

vr 22 mrt 16:00, Q-5-16.00-3/4-Dennis

vr 22 mrt 17:00, Q-5-17.00-3/4-Laurens

ma 25 mrt 16:00, Q-1-16.00-3/4-Carry

ma 25 mrt 17:00, Q-1-17.00-3/4-Richelle

di 26 mrt 17:00, Q-2-17.00-3/4-Wouter

wo 27 mrt 13:45, Q-3-13.45-3/4-Cheyenne (vol)

wo 27 mrt 14:45, Q-3-14.45-3/4-Wouter (vol)

wo 27 mrt 16:00, Q-3-16.00-3/4-Stephanie

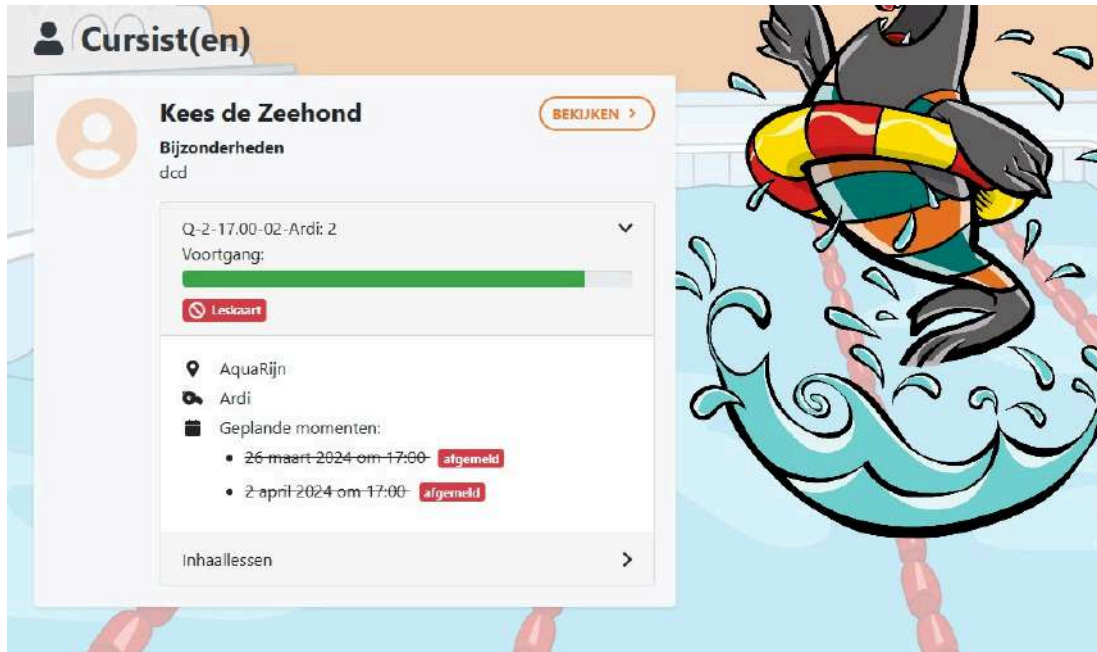
wo 27 mrt 17:00, Q-3-17.00-3/4-Richelle

Q = swimming pool AquaRijn
H = swimming pool De Hoorn
1 to 6 = is monday through saturday
Time = swimming lesson start time
1 to C = swimming level
Name = swimming teacher

- Once you have used the two catch-up lesson opportunities, any further absences due to illness or other reasons will be at your own expense (see terms and conditions).

PRACTICAL MATTERS

In the student tracking system, you can see the absence and scheduled catch-up lesson as follows:




Cursist(en)


Kees de Zeehond BEKIJKEN >

Bijzonderheden
dcd

Q-2-17.00-02-Ardi: 2


Voortgang:



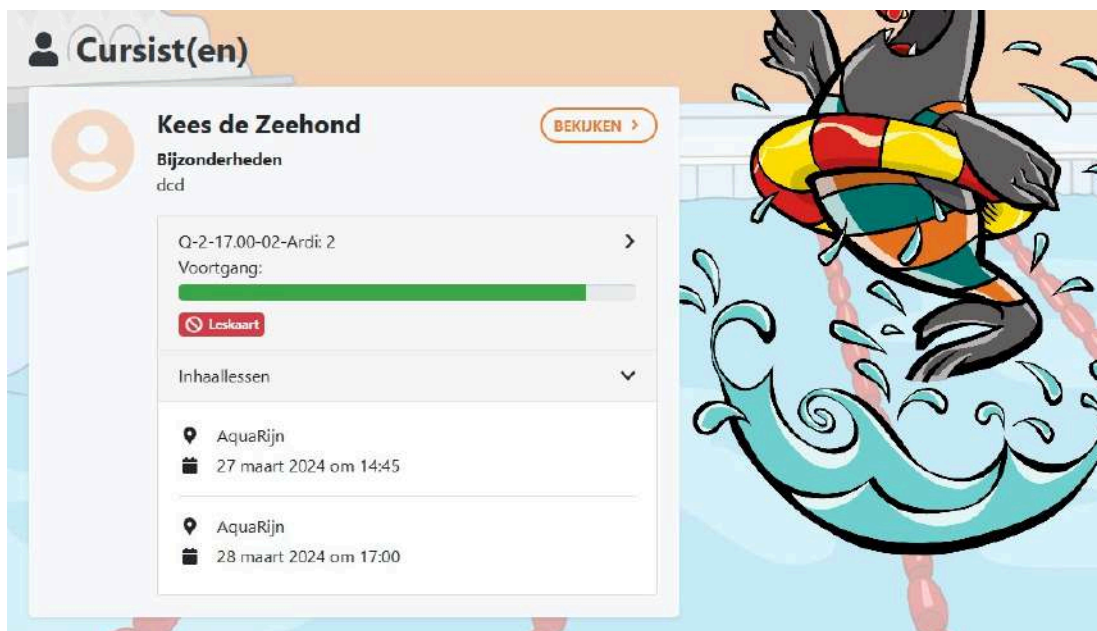
 Leskaart

AquaRijn
Ardi

Geplande momenten:

- 26 maart 2024 om 17:00  afgemeld
- 2 april 2024 om 17:00  afgemeld

Inhaallessen >




Cursist(en)


Kees de Zeehond BEKIJKEN >

Bijzonderheden
dcd

Q-2-17.00-02-Ardi: 2

Voortgang:



 Leskaart

Inhaallessen >

AquaRijn
27 maart 2024 om 14:45

AquaRijn
28 maart 2024 om 17:00

PRACTICAL MATTERS

CHANGING ROOMS

You can change your child in the family changing rooms. The rule is that men can use the men's changing room with their daughters/sons, and women can use the women's changing room with their daughters/sons. If you use the small cubicles, please ensure that you do not leave any clothing behind and either take it with you or store it in a locker. If clothing is left behind, the staff is authorized to remove it.

COMMUNITY CENTER/CAFETERIA

During swimming lessons, you are welcome to have a cup of coffee, tea, or other refreshments at the AquaRijn Community Center or the cafeteria at the De Hoorn swimming pool. You can follow the swimming lesson on the various TV screens available there.

END OF SWIMMING LESSON

At the end of the swimming lesson, children can be picked up at the showers. At De Hoorn swimming pool, this is the shower by the recreational pool. At AquaRijn swimming pool, it is the shower on the right side. It is not allowed for children to independently use the slide, steam room, or whirlpool in the recreational pool after the lesson at De Hoorn.

PROGRESS AND ADVANCEMENT

When a child is moved from their current group to another level, this will be communicated by means of a transfer note. This note will state the new instructor and lesson time. We aim to keep your child on the same day and at the same time. If this is not possible, we will offer an alternative time.

QUESTIONS FOR THE SWIMMING INSTRUCTOR

If you have questions about your child's progress, changes, or other inquiries, you can contact the coordinator via email or speak to them during the lesson.

FLOATATION VEST

It is required to purchase a floatation vest for your child's swimming lessons. This vest is available at the guest service desk at one of the locations. If you already have a floatation vest, please have it approved by the swimming instructor during the first lesson.



KEES THE SEAL

Hi, I'm Kees the Seal, the mascot of Thermen2. It's great that you're coming to swimming lessons with me!

I live at De Hoorn swimming pool but am also often found at AquaRijn swimming pool. You'll see me regularly during activities, graduation events, and I appear in many photos.

When you do your best and move on to the next level, you'll get a reward sticker for your cool Kees the Seal poster. I also have my own song and even a dance! You can find them on the website under the menu 'Swimming Lessons,' then click on 'I'm already taking swimming lessons,' and then 'Kees the Seal.'

How fun would it be if you could dance with me next time? See you soon!

Best wishes,
Kees the Seal





Kees de Zeehond



CONDITIONS

When you enroll your child in swimming lessons, you reserve a spot in the swimming program at Thermen2. To ensure that the swimming lessons are offered as optimally and efficiently as possible, Thermen2 has established a number of conditions to guarantee this. The continuity of the swimming lessons is crucial for the progress of your child.

APPLICATION OF GENERAL TERMS AND CONDITIONS

- a)** By enrolling, the customer declares that they have read and accepted these general terms and conditions.
- b)** Thermen2 reserves the right to amend these general terms and conditions, provided that such changes are announced in advance; this means they will be visible on the information boards and mentioned on the website.
- c)** Previously dated general terms and conditions will be superseded by the most current and recent terms and conditions.
- d)** In cases not covered by these general terms and conditions, the management of Thermen2 will decide.

PARTICIPATION AND PAYMENT

- a)** Your child will participate in the swimming lessons offered by Thermen2 after enrollment and accepted by you.
- b)** For all lessons, you must pay a fixed amount in advance for a lesson period. The amount due must be paid before or at the start of the swimming lesson.
- c)** After payment, you will receive a swim pass for your child. This pass must always be brought along. The pass is personal and non-transferable. In case of misuse, we are obliged to invalidate the pass. A QR code is provided with your active products in your account, which another parent may use if necessary.
- d)** The pass is necessary to participate in the lesson and must be scanned at every lesson. The pass can also be scanned for the accompanying adult. Without the pass, entry to the swimming lesson will not be granted. The organization would then lack important information for safety and the student tracking system. The guest service is not allowed to grant access without a valid paid pass.
- e)** This also applies if you have to wait for a payment at the guest service desk. You can also add a period to the swim pass for other days when the pool is open or through our online payment system, not just at the time your child has a swimming lesson. Payments can also be made via the payment kiosk at De Hoorn swimming pool.
- f)** Only floatation vests approved by the swimming lesson coordinator may be used.



CONDITIONS

SAFETY

- a) Thermen2 complies with the quality standards of the national swimming pool platform NRZ. Learn more at: www.allesoverzwemles.nl
- b) Any physical limitations or, where applicable, health risks must be reported at the time of enrollment. Only then can the swimming instructor take personal circumstances into account during lessons. Without this information, Thermen2 cannot assume responsibility for any risks or situations that may arise.
- c) In the interest of order and safety within the swimming facility, we request that all attendees adhere to the house rules (swimming pool regulations), which can be reviewed at the entrance or on the website.

ENTRY WITHOUT SWIM PASS

The validity of your child's swim pass will end if you fall behind on payments. Your child will be denied entry to swimming lessons and blocked in the system if payment is overdue.

REPORTING ABSENCE OR SICKNESS, TEMPORARY PAYMENT SUSPENSION

- a) If your child cannot attend the swimming lesson due to illness or absence, you should report the absence via the student tracking system. You are entitled to two make-up lessons per swimming level.
- b) If due to prolonged illness (at least 2 weeks) your child cannot participate in the lessons, you can request a temporary exemption from the coordinator. Only the coordinator can temporarily suspend the payment after these 2 weeks. Once you have used up your catch-up lessons, any further lessons will be at your own expense and will not be refunded or compensated.
- c) If you have agreed that your child will attend swimming lessons multiple times per week, you are also obliged to take these lessons. If your child misses these additional lessons for four consecutive weeks without a valid reason or prior cancellation, the spot will be given to another child.



CONDITIONS

CANCELLATION

Cancellation of membership must always be done in writing, for example, by email to the swimming lesson coordinator. Cancellation must be received at least one week before the payment week for the upcoming lesson period. Once a new lesson period has started, no refunds will be given. In the event of illness or other circumstances, the same conditions apply as for a full cancellation: without timely written notification, the payment obligation remains for a maximum of two weeks of lessons.

PRIVACY

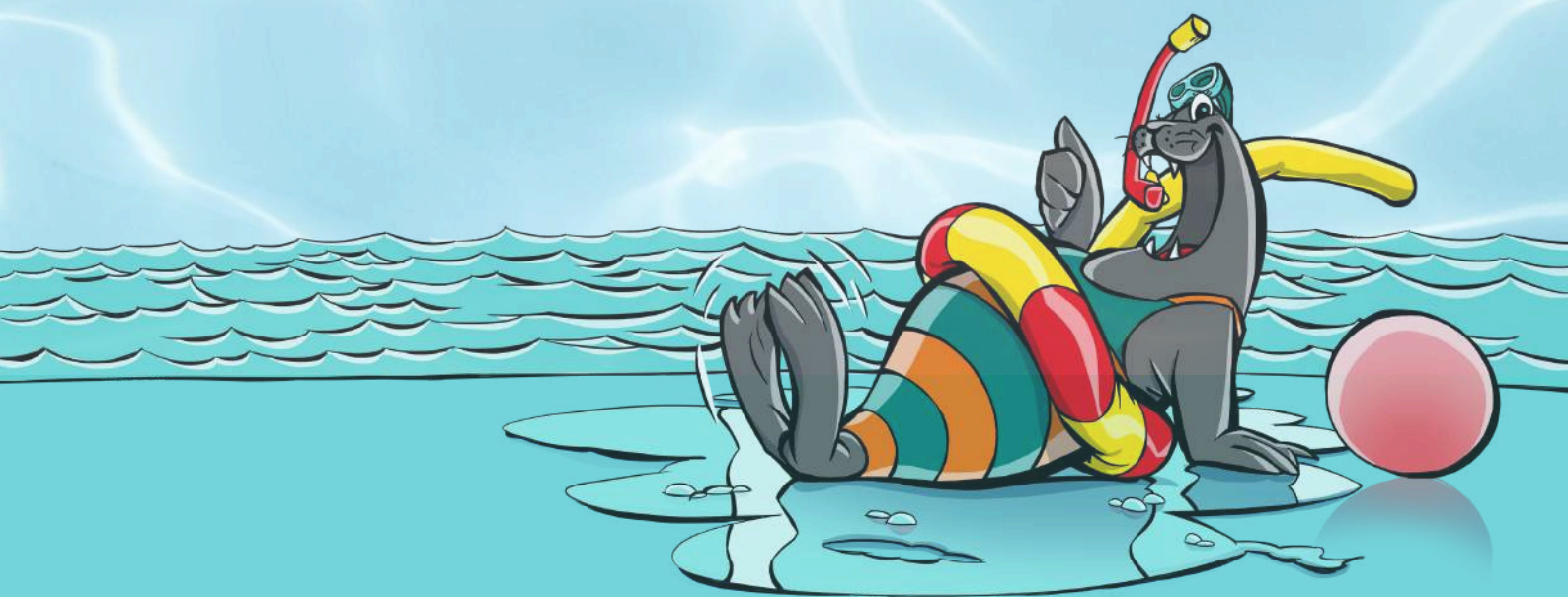
All provided and stored personal data or confidential information will be handled with respect for your privacy and will only be used for the purpose for which it was provided. Available data will not be disclosed to third parties.

Thermen2 does not keep records related to your or your child's health in connection with requests for payment deferral due to illness. Written proof is reviewed by the administration and then either destroyed or immediately returned.

If new visual material of the swimming lessons or graduation swimming is desired, we will always seek written consent (a release form) from the (parent(s)) and/or guardians.



De Thermen²



www.dethermen2.nl

