



**De Thermien<sup>2</sup>**

zwembad De Hoorn  
&  
zwembad AquaRijn

Zwemles kinderen 9 t/m 17 jaar (EN)



Welcome at  
De Thermien<sup>2</sup>

# WELCOME AT DE THERMEN2

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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



# ONZE ZWEMMETHODE

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**By the De Thermen<sup>2</sup>, 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.

## **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](http://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?

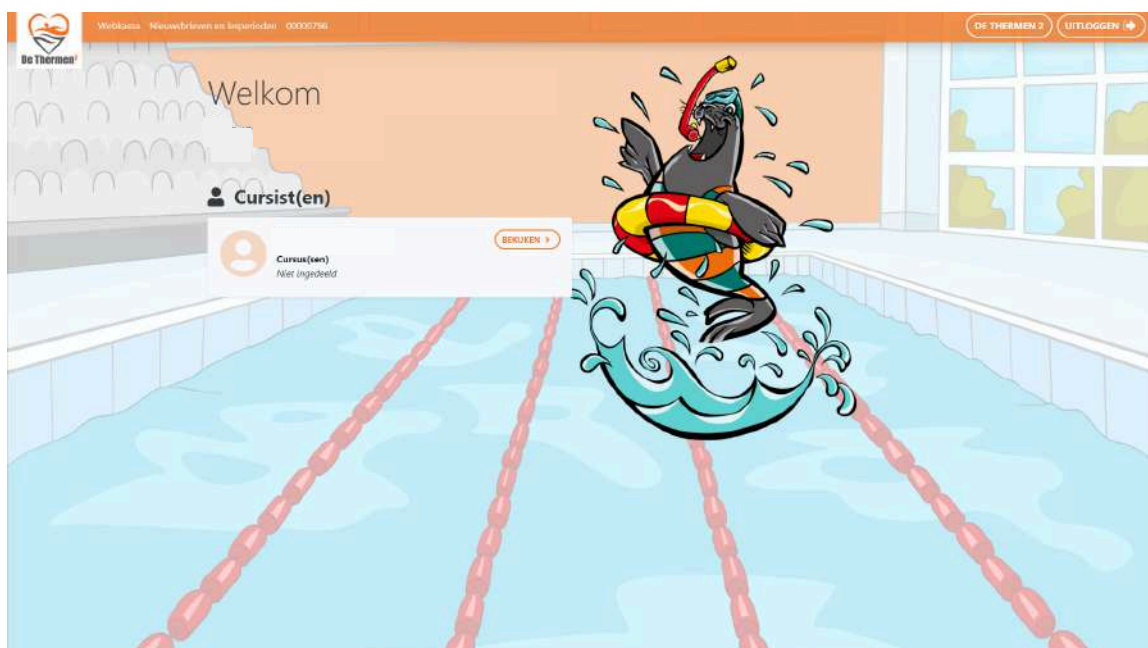
- Go to: [www.lvs.dethermen2.nl](http://www.lvs.dethermen2.nl)
- Log in with the email address linked to the swimming pass. This is the email address where you receive our newsletter.
- Do you already have a De Thermen2 account? Then you can use the same password you use for the web ticketing system. 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.
- 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](mailto: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](http://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](http://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

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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**

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E-mail: [britt@dethermen2.nl](mailto:britt@dethermen2.nl)  
Present on: wednesday and friday - AquaRijn  
thursday and saturday - De Hoorn



**Miss Melissa** Coördinator swimming pool **AquaRijn**

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E-mail: [melissa@dethermen2.nl](mailto:melissa@dethermen2.nl)  
Present on: monday and thursday - AquaRijn



**Miss Rolanda** Coördinator swimming pool **De Hoorn**

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E-mail: [rolanda@dethermen2.nl](mailto:rolanda@dethermen2.nl)  
Present on: monday, tuesday and wednesday - De Hoorn



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

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E-mail: [malou@dethermen2.nl](mailto:malou@dethermen2.nl)  
Aanwezig op: tuesday - AquaRijn  
friday and saturday - De Hoorn



## OUR TEAM

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Miss Alice

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Miss Anja

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Master Ardi

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## OUR TEAM

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Master Bas

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Miss Carry

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Miss Cheyenne

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## OUR TEAM

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Master Dennis

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Miss Edith

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Master Edwin

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# OUR TEAM

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Miss Ella

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Miss Esther

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Miss Hiba

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## OUR TEAM

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Miss Mandy

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Master Nik

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Master Okke

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## OUR TEAM

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Master Richard

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Miss Richelle

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Miss Wenny

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# PRACTICAL MATTERS

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## **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 Thermen2 backpack, perfect for carrying swimming gear. Inside this backpack 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
- Wearing other types of clothing is not permitted, unless the material is made of swimwear fabric.



## **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](http://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](http://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.

## **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. 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](http://www.dethermen2.nl/informatiezwemleskinderen)

## **CANCELLATION DUE TO ILLNESS**

In case of illness, children can be marked absent by using the "report absence" button in the student tracking system on the website.

# PRACTICAL MATTERS

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## YOUTH PARTICIPATION FUND ALPHEN

What if the cost of swimming lessons is a problem? Fortunately, there is the Youth Participation Fund Alphen (JDFA). The JDFA provides financial support and is available for children aged 4 to 17 who live in Alphen aan den Rijn.

How do you register your child?

- Through an intermediary: This can be a school teacher, the municipality's Service Desk, or other organizations such as Participe or neighborhood contact persons.
- Submitting an application: The intermediary submits the application to the JDFA. Parents cannot do this themselves.

More information can be found on the website [www.jeugddeelnamefonds.nl](http://www.jeugddeelnamefonds.nl) or via the municipality of Alphen aan den Rijn.

## 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 VACATION PERIODS

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](http://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

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## **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.

## **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.





# CONDITIONS

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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.



# CONDITIONS

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## **SAFETY**

- a) Thermen2 complies with the quality standards of the national swimming pool platform NRZ. Learn more at: [www.allesoverzwemles.nl](http://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.
- 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. 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

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## **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**

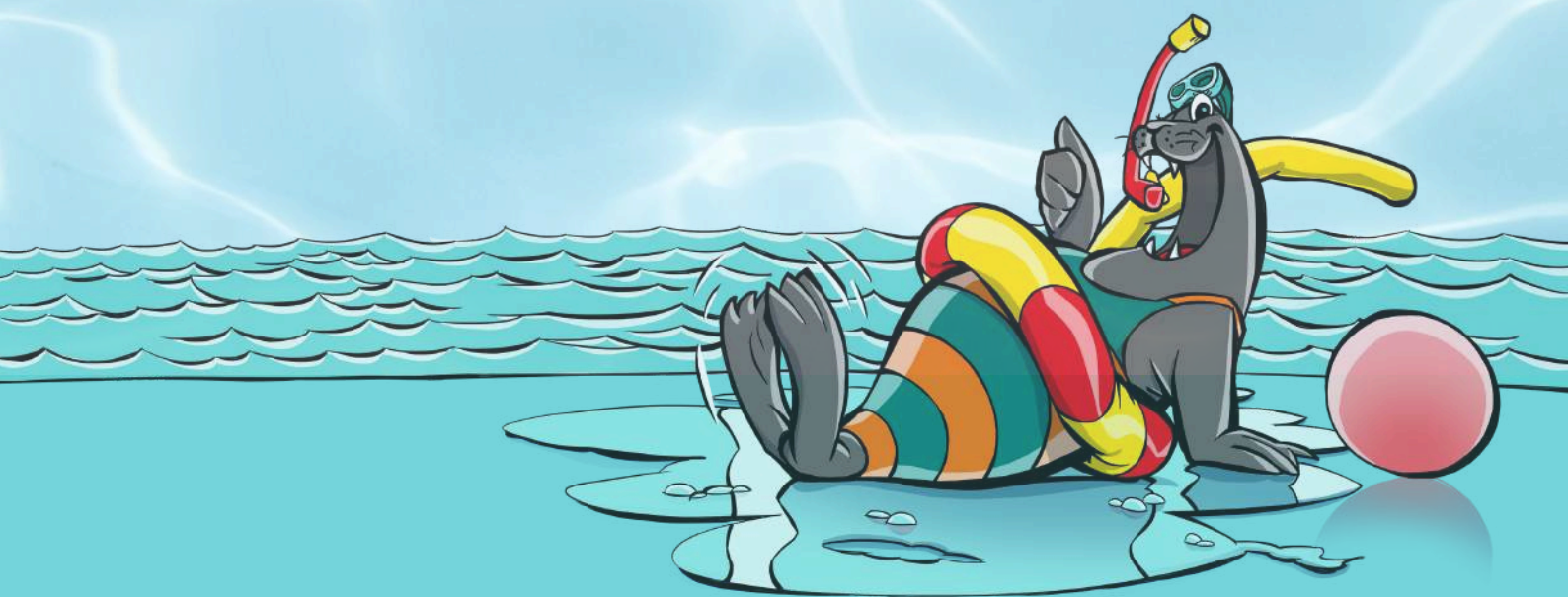
All provided and stored personal data or confidential information will be handled with respect for your privacy and will only be used for the purpose for which it was provided. Available data will not be disclosed to third parties.

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 Thermien<sup>2</sup>**



[www.dethermen2.nl](http://www.dethermen2.nl)

