



**De Thermen<sup>2</sup>**

zwembad De Hoorn  
&  
zwembad AquaRijn

**Ladies Only**



**Welcome by  
De Thermen2**



# WELCOME BY DE THERMEN2

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Dear swimmer,

It's great that you're taking swimming lessons at De Thermen2. De Thermen2 operates the AquaRijn and De Hoorn swimming pools in Alphen aan den Rijn. Swimming lessons take place at the AquaRijn. We're confident you'll enjoy swimming with us. Good swimming lessons lay the foundation for a lifetime of safe swimming. Our certified instructors teach in a professional manner. In this brochure, you'll learn all about our method, meet the team, and find out about various practical matters.

If you have any questions or comments after reading this, please contact the coordinator. You can do so by email or by speaking to the coordinator during your lesson.

**Coordinator for Ladies Only**

Melissa Dongelmans (melissa@dethermen2.nl)

We wish you lots of swimming fun!

Kind regards,

Team De Thermen2

# OUR SWIMMING METHOD

At De Thermen2, we work with the Swim ABC, a license from NPZ-NRZ. Achieving the A diploma represents the basic skills; with the B diploma, individuals are safe enough to play in a swimming pool with attractions such as slides or currents, and only with the C diploma can people swim safely in open water, such as recreational lakes and wide ditches/canals (excluding the sea).

## AT YOUR OWN LEVEL

In the ABC swimming program, you learn essential skills at each stage. The focus is on becoming safe in the water. While attention is given to the technical mastery of different strokes (breaststroke, single backstroke, front crawl, back crawl), the most important thing is that you can take care of yourself in unexpected situations in pools and open water. This is the goal of obtaining the Swim ABC. With the ABC, you meet the national standard for 'swim safety.' The foundation for a lifetime of swimming pleasure in our water-rich country!



# ADULT SWIMMING LESSONS

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You are never too old to learn how to swim. Even at an older age, it gives you a sense of safety when you can move comfortably in the water. Taking swimming lessons is not for others; it's for yourself. You invest in your own skills and can enjoy moving or recreating in the water in the future. Swimming lessons for adults are an excellent way to learn how to swim, as well as to safely improve old swimming skills. Have you had swimming lessons before? Then you don't need to start from scratch.

**Ladies Only:** Ladies Only swimming lessons every Monday morning at AquaRijn swimming pool.

## LADIES ONLY

Ladies Only is swimming for women. Ladies Only takes place on Monday mornings from 9:30 to 11:30 at AquaRijn swimming pool. Ladies Only offers lane swimming and swimming lessons for women. De Thermen2 provides a female-friendly environment where no men are present. During Ladies Only, all three pools at AquaRijn swimming pool are used. Swimming lessons are held in the second pool, and these lessons are taught by a female instructor from De Thermen2.



# (ONLINE) TUITION FEES PAYMENT

At De Thermen2, you can pay the lesson fees in several different ways. You can do this through the online cash register at [www.dethermen2.nl](http://www.dethermen2.nl), via the payment kiosk at De Hoorn swimming pool, and/or at the guest service at one of the locations. The payment weeks for the upcoming swimming lesson year are already known. You can also find the payment weeks at [www.dethermen2.nl/lesperioden.html](http://www.dethermen2.nl/lesperioden.html).

## ONLINE CASH REGISTER

Step 1: The first time, it is important to use the email address that we have on file and click on "forgot password." This is the email address at which you receive our newsletter. You will receive a temporary password from us at this address.

Step 2: Do you want to assign a lesson period to your card? After logging in to the online cash register, go to "lesson card" and click on "order." You can then select a number 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 guest service during your next visit; we will gladly look into it for you.

## GUEST SERVICE

The guest service is located at De Hoorn swimming pool and at AquaRijn swimming pool at the entrance. Please check the website for the opening hours of the guest service. You can have a payment period assigned to your lesson card by the guest service.



Guest service swimmingpool De Hoorn



Guest service swimmingpool AquaRijn

## PAYMENT KIOSK

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





# OUR COORDINATOR

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Meet our team: the coordinator (ultimately responsible for each swimming lesson) and our female swimming instructors.

## Coordinator



**Miss Melissa**

E-mail: [melissa@dethermen2.nl](mailto:melissa@dethermen2.nl)

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Monday morning

**Coördinator Ladies Only**

# OUR TEAM FOR LADIES ONLY

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Miss Anja

Ladies only



Miss Carry

Ladies only



# PRACTICAL MATTERS

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## **SWIMMING LESSONS**

Access to the swimming lessons is granted through a lesson card in the form of an access pass. Prior to the (first) swimming lesson, you can make the payment for the swim pass, the (first) lesson period, and the registration fee at the guest service. Once the lesson card is scanned at the access gate, we register your attendance.

## **CHANGING ROOMS**

You can use the large and small changing cubicles. Please ensure that no clothing is left behind in the small changing cubicles, and take it with you or store it in a locker. If clothing is left behind, staff are authorized to remove it.

## **ENTERING THE SWIMMING HALL**

For hygienic reasons, you are not allowed to enter the swimming hall with street shoes. However, blue shoe covers are available at the guest service (for a fee) to wear over your shoes.

## **HOLIDAYS AND VACATIONS (for Ladies Only/adult groups)**

Swimming lessons **are canceled** during all (spring/may/autumn/summer/christmas) vacations. Swimming lessons are also canceled on the national holidays listed below:

- 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

## **COMMUNITY CENTER/FOOD AND BEVERAGE**

Before or after swimming lessons, you are welcome to enjoy a cup of coffee, tea, or a tasty treat at Community Center AquaRijn or in the food and beverage area at De Hoorn swimming pool. Community Center AquaRijn also hosts fun monthly activities for everyone of all ages. Check out the schedule on the website or sign up for the newsletter to receive the schedule in your email.

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



# CONDITIONS

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

## **APPLICATION OF GENERAL TERMS AND CONDITIONS**

- a) By enrolling, the customer declares that they have read and accepted these general terms and conditions.
- b) De Thermen2 is entitled to change these general terms and conditions, provided that this is announced in a timely manner; that is to say, visible on information boards and mentioned on the website.
- c) Earlier dated general terms and conditions will become invalid with respect to the most current and recent general terms and conditions of later date.
- d) In cases not provided for by these general terms and conditions, the management of De Thermen2 will decide.

## **PARTICIPATION AND PAYMENT**

- a) You participate in the swimming lesson offered by De Thermen2 after registration, which you have accepted.
- b) For all lessons, you must pay a fixed amount in advance for a period. You must pay or have paid the amount due before the start of the swimming lesson.
- c) After payment, you will receive a swim pass. This swim pass must always be taken with you. The pass is personal and non-transferable. In case of misuse, we will be forced to suspend the validity of the swim pass. There is a QR code with your active products in your account, which you can also use for entry.
- d) The swim pass or the QR code associated with your active products in your account must be scanned at each lesson. You cannot gain entry to the swimming lesson without the pass or QR code. As an organization, we would then miss important information related to safety and the student tracking system. The swim pass is necessary to participate in the swimming lesson. Guest service is not allowed to grant you access without a valid paid pass.
- e) This also applies if you need to wait for a payment at the guest service. You can also have a period assigned to your lesson card for other days when the pool is open or via our online cash register, not just at the time you have swimming lessons. You can also pay at the payment kiosk in De Hoorn swimming pool.



# CONDITIONS

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## **SAFETY**

- a) De Thermen2 complies with the quality criteria of the National Swimming Pools Platform (NRZ). Read more at: [www.allesoverzwemles.nl](http://www.allesoverzwemles.nl)
- b) Any physical limitations or health risks must be disclosed at the time of registration. Only then can the swimming instructor take personal circumstances into account during lessons. Without this information, De Thermen2 cannot take responsibility for any risks or situations that arise.
- c) In the interest of order and safety within the swimming facility, we request that all attendees adhere to the house rules (regulations for swimming pools), which can be reviewed at the entrance or on the website.

## **WITHOUT SWIM PASS**

The validity of the swim pass ends if you fall behind on payments. You will be denied access to swimming lessons and blocked in the system for overdue payments.

## **CANCELLATION DUE TO ABSENCE OR ILLNESS, TEMPORARY PAYMENT DELAY**

- a) If you cannot participate in the swimming lesson due to illness or absence, please cancel your registration through the student tracking system.
- b) If participation in lessons is not possible due to long-term illness (minimum of 2 weeks), you can request a temporary exemption from the coordinator. Only the coordinator can temporarily suspend payment after these 2 weeks. The first 2 lessons are at your own expense and will not be credited or refunded.

**Refund Policy:** Missed or missed lessons will not be compensated or refunded. Missed lessons cannot be made up.

- c) If it has been agreed that you will attend swimming lessons multiple times per week, you are also required to attend these lessons. If you miss these extra lessons for 4 weeks without a valid reason or cancellation, your spot will be given to someone else.



# 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 treated 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.

a) De Thermen2 does not keep any records or files related to your health concerning the request for a payment delay due to illness. The written evidence will be reviewed by the administration and then destroyed or returned immediately.



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

