

**Welcome to our Swimming Lessons programme. We aim to provide swimming lessons that allow continuous development in a safe and fun environment. If at any time you feel we have failed to meet these standards, please do not hesitate to contact a member of our team or complete a customer comment feedback form. Every effort will be made to ensure your visit is a pleasant one.**

### **CONDITIONS OF USE**

- 1.** This package is offered as a monthly direct debit option. If you wish to cancel your direct debit, you must give one full calendar month's notice in writing at the centre you joined. Your last lesson will be the last week of the calendar month of the final direct debit payment.
- 2.** If you apply for concession status this is accessed against the child's legal guardian and proof may be requested.
- 3.** In the interests of Health and Safety parents are NOT permitted onto the poolside, except where specific sessions require the attendance of a parent/guardian.
- 4.** In the event of circumstances beyond our control lessons may be rescheduled or cancelled without prior notice, although efforts will be made to provide notice, notice cannot be guaranteed.
- 5.** Refunds or rescheduled lessons will not be given for non-attendance due to holidays or sickness of participants. The price of the package has been calculated to allow for holiday periods.
- 6.** Claims for refunds will not normally be considered. However, certain requests may be considered in exceptional circumstances at the discretion of the Management, for example a serious illness.
- 7.** Where considered necessary the centre reserves the right to change the course details, i.e. day, time, course, instructors etc. efforts will be made to give prior notice, although this cannot be guaranteed.
- 8.** Approximately 5 minutes per lesson will be allocated to the administration of registration and achievement records for participants. Please arrive on time or before the swimming lesson start time.
- 9.** All places booked on the swimming lesson programme must be paid for in advance and, therefore, bookings cannot be taken without prior payment.)
- 10.** You must use all equipment and facilities in an appropriate manner and give safe regard to your own Health and Safety and to that of others.
- 11.** We will write to inform you a minimum of two weeks in advance before the introduction of any price adjustments. It is the participant's responsibility to inform us if personal details change e.g address, telephone number, email. Participants who do not wish to accept an increase in subscription may give notice in accordance with condition 1. In such circumstances the participant giving notice must continue to pay at the current rate until the notice period ends.
- 12.** We reserve the right to withdraw all or any part of our facilities for any periods where we require them for events, repair, alteration or maintenance work. Where possible an alternative facility will be provided. No refunds will be provided under the condition if there are no more than 6 instances of withdrawing facilities in any 12 month period. We reserve the right to offer a suitable alternative.
- 13.** We accept no liability for lost or stolen goods whilst on our premises unless as a direct result of our negligence. Property stored in lockers is at your own risk. Cars parked in the car park and all contents in them are your responsibility and we will not accept any liability for loss or damage to them.
- 14.** It is your responsibility to ensure that the participants are fit to use the facilities. Please inform a member of the Swimming Lessons Team of any health or medical conditions.
- 15.** Participants must comply with conditions of use displayed throughout the centre relevant to each activity.
- 16.** Council reserve the right to adjust or amend the terms and conditions as necessary, whilst efforts will be made to provide notice this cannot be guaranteed. Participants are requested to adhere to the terms and condition of use. These may vary from time to time within the centre of choice.
- 17.** For Health and Safety reasons, participants who have suffered diarrhoea in the last 24 hours are asked not to attend any swimming lessons. Aqua nappies must be worn for all non-toilet trained children.
- 18.** If payment cannot be made access to the classes may be withdrawn at the discretion of the management team.
- 19.** We reserve the right to cancel a participant's direct debit if these conditions are not adhered to.