

# The Swim People Terms and Conditions

## Our promise to you

We aim to provide fun, informative, progressive, great quality lessons to all our clients in a safe and friendly private environment.

### Intensive Swimming Courses

#### Enrolment and Payment

1. When you book onto a course a non refundable deposit of 20% is due within 24 hours of us sending you a confirmation email of your booking.
2. The balance is to be paid no later than 1 month before your course start date and is non-refundable.
3. We are unable to hold spaces without payment.

### Accommodation and Travel

The Swim People are always happy to advise of accommodation or travel ideas but will accept no responsibility for the bookings with 3<sup>rd</sup> parties themselves. Please note you are booking travel or accommodation at your own risk. Please read the T&Cs of any companies you book with to make sure you agree and understand their cancellation charges and any small print.

### 60 or 90 minute Lessons

4. When booking a 60 or 90 minute 1:1, your first lesson is payable upon booking. After your first lesson, please call or email us to confirm you wish to continue and we will book you in for further lessons. Further lessons are payable on the 1st of the month for the month ahead.
5. we will not hold spaces without your confirmation.
6. Places will be allocated on a first come first served basis. If lessons are full you have the option to be placed on a Waiting List and you will be contacted as soon as we have a vacancy.
7. It is typical for us to be fully booked 10-12 weeks in advance, please keep this in mind when planning your lesson bookings.

### Cancellation Policy

1. Cancellations received will not be refunded.
2. We shall only consider refunds on medical grounds if put in writing to us together with supporting medical evidence. i.e. long term condition that physically prevents attendance e.g. grommets, Breaks, operations.
3. If we have to cancel lessons for reasons beyond our control, i.e. plant failure, pandemic, act of god, a different lesson will be offered to you, NO REFUND WILL BE OFFERED.
4. If you are ill, please give as much notice as possible and The Swim People will try to offer you a catch up lesson if we have a space available, however this is NOT guaranteed.
5. Any cancellations received within 72 hours of the start date or lesson time will be 100% chargeable and no replacement will be offered.

## **Conduct, Safety and Hygiene**

### **Swimmers:**

1. Please attend promptly for lesson but no earlier than 10 minutes before your start time.
2. Please make us aware of any medical conditions you have and keep us up to date with anything new.
3. Do not enter the pool unless told to do so by your instructor. (This also applies to those swimmers arriving late.)
4. Please do not take large parties onto poolside to watch lessons unless pre-organised with a manager.
5. Recommended swimwear, trunks for men and 1 piece costumes for women.
6. If you use an inhaler or need any other medication you may hand it to your instructor on poolside.
7. Food and Drink are not to be consumed on poolside, spectator areas or changing rooms. Swimmers can bring water onto poolside in a plastic container only. No glass or ceramic containers will be allowed.
8. Please park to the left of the drive, in front of the double garages or behind the teachers car.

### **Safety and Code of Conduct**

1. In the event of an emergency your swimming teacher will advise you what to do.
  2. If it is necessary to vacate the pool, STAND on poolside quietly and await further instruction from an a Swim People Member of staff.
  3. We do not run from a commercial pool, please adhere to all rules, surfaces will be slippery and steps will be unmarked. It is your responsibility to look after yourself and your guests on site as not all hazards will be labelled or signed.
- Carpark and Venue
1. We accept no responsibility for any accidents or losses in the pathways or car parks outside of our venues.

### **Staff**

1. The Swim People instructors are all qualified and hold ASA/STA certificates.
2. Some physical contact is sometimes unavoidable during instruction but all our instructors have DBS clearance and adhere to the ASA Child and vulnerable adult Protection Procedures.
3. If an instructor is absent due to illness or unforeseen circumstances, The Swim People will endeavour to provide a cover teacher but do have the right to cancel lessons, an alternative lesson will be offered.