



## ABC Terms and Conditions

**Each term you must re-enrol if you wish to continue lessons.**

**Payment for New Swimmers** must be received with your enrolment form prior to the commencement of the course. Once payment has been received confirmation will be given. Please note places are not guaranteed; they are subject to availability. Cheques may be cashed in advance unless post dated to the start of the new term. If we cannot find you a suitable place we will of course refund in full.

**Re-Enrolments** Your place is guaranteed if your payment is received prior to the end of your current course. Places are limited and you must re-enrol even if you are a regular. If you have missed the re-enrolment date and wish to continue swimming with us, please contact us as soon as possible. If we are unable to find you a place, we will of course do our best to find you a suitable alternative.

**Methods or payment** can be either cheque made payable to 'ABC' or via bank transfer we will accept **NO CASH PAYMENTS** as we cannot be responsible for the loss of this on poolside.

**Refunds/Credits** are not given once the course has started. Credits for future terms may be given, dependent on circumstance, at our discretion.

**Cancellation** We are unable to offer refunds or credits due to cancellation or non-attendance. In exceptional circumstances, at the sole discretion of ABC, a cancellation may lead to a refund.

**Sickness** If your child is sick you do not need to telephone if they are to miss a week or two. If it is likely to be longer, please let us know. Refunds and credits for long-term illnesses are given at our discretion. Please do not let your child swim if there are any signs of stomach upset and sickness in the family.

**Safety** is at all times our paramount concern. However, ABC will not be liable for any loss, damage or injury that may occur whilst on school premises.

**Staff** All staff are qualified and experienced swimming teachers and hold relevant ASA/STA certificate(s). As some physical contact with each swimmer is unavoidable all staff adhere to the ASA/STA Child Protection Procedures.

**Ratio** The instructor to swimmer ratio is high, ensuring each swimmer will receive above average attention and class size will be a maximum of 10.

**Pool closures** On rare occasions lessons are cancelled. If one lesson is cancelled, for whatever reason, we will endeavour to reschedule the class if this is not possible it will be deemed 'lost'.

**Photography** No photography is permitted unless consent is requested and obtained from **ALL** participating parents/guardians. ABC may from time to time wish to take photos for business use, your consent will be sort to take and use such photographs.

**Parking** No parking is available at any location Monday – Friday but all locations have adequate local parking.

**Complaints** If you have any complaints at all about our lessons please contact us as soon as possible.

## RULES

- No parents on poolside - you will be invited on the last lesson of each term to watch how your child has developed.
- All children must wear a swimming hat – these can be bought at most sports shops or you can purchase easy to use fabric hats from ABC at £2.00
- Girls to wear a full swimming costume - no bikinis allowed
- Boys to wear fitted swimming trunks - no baggy trunks as these hinder swimming
- Only enter the pool once your instructor has told you

Class Date: \_\_\_\_\_

Venue: \_\_\_\_\_

## Confidential

PLEASE COMPLETE IN BLACK INK USING CAPITALS

Parents/Guardians Name			
Child's Name		Date of Birth	
Tel No Home		Mobile	
Email			
Address			

Where did you hear about the classes: (Please tick)

- Recommendation     Magazine advert     Soft play TV promotion     Flyer  
 Baby swimmer     Internet search     NCT advert     Other .....

**IT IS IMPORTANT THAT I AM AWARE OF ANY MEDICAL CONDITIONS THAT YOUR CHILD MAY SUFFER FROM e.g. Asthma, diabetes, epilepsy, heart problems etc.**

Medical conditions:
Medication and where it is kept e.g. inhaler

I have read and understood the Guidelines and Terms & Conditions.

Signature.....Date.....