

# SWIM SCHOOL

## TERMS AND CONDITIONS



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

**Payment for New Swimmers:** Payment must be received with your enrolment form prior to the commencement of the course. 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 a 50% deposit is received prior to the end of your current course. Places are limited and you must re-enrol and pay your deposit to ensure your space. 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:** Payment can be received either by cash (please ensure this is in an envelope with your child's name and class on it) or cheque made payable to 'ABC Baby Classes' or via bank transfer: 09-06-66; 42918776

**Refunds/Credits:** Cancellations received 7 - 14 days prior to the start of the course will be subject to a cancellation charge of 20% of the specific term's full booking fee. If you cancel your place within 7 days of the start of a term that you have enrolled and paid for, we will refund 50% of the specific term's full booking fees if you have made a full payment prior to the start date. Full refunds are not given once the course has started but credits for future terms may be given, dependent on circumstance, at our discretion.

In the occasion of adverse weather conditions or a pool breakdown a class may be cancelled and you will be notified by text (please ensure we have the best mobile number for contact) we will do our utmost in this circumstance to reschedule the class during a half term or at the end of the current term. If we are unable to do this then a deduction of the cost of the lesson/s from your next enrolment will be offered. If you are not re-enrolling for the following term then we are unable to refund any lessons.

**Cancellation:** No refunds can be given for missed classes that are not our fault, however if requested we will try to provide a replacement lesson if possible. **This is not guaranteed.** Refunds are not given for non-attendance in certain cases we can freeze your account if medical conditions have prevented attendance but only from the point of contacting us.

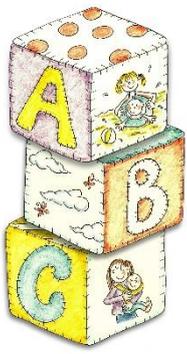
**Holidays:** If you wish to take a holiday during the term, you will still be charged for the full term. You will of course retain your place on the course for that term.

**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. 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. Following on from sickness we request your child be clear of any symptoms for 48 hours prior to attendance at class.

**Medical conditions:** These must be disclosed to ABC Swim School regarding the health of you, your child or those who you have placed your child in care with for the purpose of attending swimming sessions. All information received is treated in confidence and with sensitivity. When you sign our **terms & conditions**, you take responsibility for the fact that, should you answer 'yes' regarding any medical conditions you or your child might have, you've checked things out with your doctor before starting with us. This responsibility is passed on to any other parent or carer who might bring your child swimming.

**ABC Swim School**

**Web:** [abcbabyclasses.co.uk](http://abcbabyclasses.co.uk) **Email:** [joanneatkin1000@aol.com](mailto:joanneatkin1000@aol.com) **Phone:** 07968082818



# SWIM SCHOOL

## TERMS AND CONDITIONS



**Staff:** All Instructors are qualified, insured and experienced swimming teachers and hold the relevant ASA / STA certificate(s). We pride ourselves on our high Instructor to Swimmer ratio, ensuring your child will receive above average attention. As some physical contact with your child is unavoidable all staff adhere to Child Protection Procedures and are DBS (CRB) checked.

**Safety/Lost Property:** ABC will not be liable for any loss, damage or injury that may occur whilst on school premises.

**Parking:** No parking is guaranteed. Parking is on the main road please park in allocated parking spaces as this area is policed by parking wardens, occasionally Becketts School will have their car park open, if you chose to park here please be considerate and polite to all as this is not allocated to ABC. Please allow plenty of time to find a space and be prepared to walk down to the school. **Parents/guardians must supervise children at all times inside and outside the pool building.**

**Nappies:** Babies and toddlers who are not 100% toilet trained **must** wear a correct fitting swim nappy. We strongly recommend the leak proof Splash About "Happy Nappy" (available for sale from your teacher). If your baby is not wearing a properly fitting swim nappy you will be refused entry to the pool. Considerable disruption and cost is caused when classes have to be cancelled due to accidents.

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

**Parent/Child Ratio** Parent & Child classes assume a 1:1 ratio with a swimmer/teacher ratio of 12:2, on occasion the parent/child ratio can allow for a 2:1 ratio but this must be agreed prior to booking with an extra fee.

**Assessments:** We continue to assess throughout the term and regularly provide details of awards achieved by swimmers using the STA award system, these are available to purchase.

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

**ABC Swim School**

**Web:** [abcbabyclasses.co.uk](http://abcbabyclasses.co.uk) **Email:** [joanneatkin10000@aol.com](mailto:joanneatkin10000@aol.com) **Phone:** 07968082818