

## Terms and Conditions:

- 1 Children should not eat anything, in the hour before their lesson. No food or drink is allowed in the pool area, including the changing rooms (except those swimmers who have been specifically requested to bring a drink pool side).
- 2 Parents or Guardians are responsible for their children at all times except when they are under the direct supervision of a teacher. Parents or Guardians must stay in the pool building whilst their children are attending lessons.
- 3 Parents or Guardians must have the child or children changed and on pool side ready for the start of lesson.
- 4 All jewellery must be removed. Long hair must be tied back or a swim hat worn.
- 5 Any child with a wound, foot infection or infectious condition will not be permitted to swim. If the infection is a verruca or wart, they may swim provided the area is fully covered. If in doubt please speak to the front desk.
- 6 If a swimmer's behaviour is disruptive in a class then he/she will be asked to leave the lesson and if persistent asked to leave the course. No refund of fees will be given under these circumstances.
- 7 Parents are allowed pool side to view. The area allowed for viewing is defined by the pool layout and this may be obtained on request. In some cases parents may be asked to leave pool side. In all cases outdoor footwear MUST be removed before entering poolside.
- 8 Please do not call out or gesture to children receiving lessons. Please leave the teaching of the children to the teacher.
- 9 No responsibility will be accepted for the loss of or damage to any property in the changing room, poolside or school premises.
- 10 No refund will be given if parents or guardians decide not to continue with lessons, once the place is booked and paid for. Trial lessons are available.
- 11 No refund will be given or alternative time offered if swimmers are unable to attend their lesson.
- 12 If for any reasons lessons are cancelled by the school an alternative lesson will be offered except where the lessons are cancelled due to adverse weather conditions. We reserve the right to extend the term. If the parent or guardians are unable to attend the alternative lessons offered no refund will be given and no other time will be offered.
- 13 Please remember, when on school premises you are required to adhere to school rules. This includes no mobile phones, shoes with wheels or scooters and no smoking anywhere on the site. We ask that buggies be left outside the changing rooms and babies/children are not carried on poolside.
- 14 We reserve the right to exclude any child or parent/guardian due inappropriate behaviour on the grounds of safety, language or aggression.
- 15 Failed cheques will incur a £10.00 surcharge to cover bank charges and administration costs.