

Terms & Conditions – Swim Clinic Ltd

- Please ensure your child is ready by the lesson start time.
- No food or drink (apart from water) to be consumed in the pool building.
- Please observe the rules of the schools where we swim. Please ensure that you park sensibly, within designated parking spaces where parking is provided. Parking is not permitted within Hagbourne School grounds – please use the car park opposite the school entrance. Please do not allow your children to use play equipment within school grounds - this is forbidden by the school as children will not be covered by insurance.
- No outdoor shoes are allowed in the pool and changing areas. Please remove shoes and socks before going into the changing area and only put them back on again after you have left the changing area at the end of the session. If you want to bring flip flops or beach shoes to wear inside the building please ensure they have clean soles (ie not been worn outside).
- Strictly no cameras are to be used in the pool area, including mobile phone cameras. We have to consider the privacy and safety of all our pupils. Even if your child is in a 1:1 class this rule still applies due to teacher privacy.
- Standard swim wear to be worn in the pool – swimming shorts must be above the knee.
- Pupils must wear swim hats in the pool – this is a stipulation of our terms of hire of the pool as hair can damage the equipment in the pool plant room (through which the water is circulated). Goggles are optional. Both hats and goggles are for sale at poolside.
- Swim Clinic does not accept responsibility for spectators whilst on site.
- Swim Clinic is responsible for your child during their lesson but cannot take responsibility for pupils who leave the pool during their lesson (for example to visit the toilet).
- Children are the responsibility of their parents whilst in the changing area and before and after the lesson time.
- Parents must remain in the pool area throughout the duration of the lesson.
- Parents are requested to maintain control of children that are not swimming and remove noisy or disruptive children. Please be constantly aware that a pool can be a dangerous place if children are unsupervised.
- Lessons run back to back and it is not permitted for the teacher to enter into a discussion with you before or after the lesson, as this reduces the lesson time of the next class. If you have anything you wish to discuss please speak to the admin representative at poolside, contact admin on 07919 001335 or 07776 530805, or email office@swimclinic.school.
- Your child should not eat for at least 1 hour prior to swimming. Not observing this can lead to a child being sick in the pool which may result in the closure of the pool and cancellation of lessons for 24 hours.
- For health and safety reasons your child must not swim if he or she has vomited or had diarrhoea within the previous 48 hours. If your child has virulent diarrhoea please seek medical advice and if diagnosed with cryptosporidium or campylobacter

we cannot accept him/her back into lesson until 14 days after the last episode of diarrhoea.

- If your child has a verruca please ensure it is covered by a swim sock.
- Plasters are not permitted as they come off in the water and clog the pump. Please remove any plasters before the lesson. If the injury is severe enough that a plaster must be worn then we regret that your child will be unable to swim.
- Please ask your child to shower and use the toilet before entering the pool.
- Your child must only enter the pool when instructed to do so by the swimming teacher. Children must leave the pool immediately their lesson ends and are not permitted to play in the pool outside of their lesson time.
- No bombing or diving allowed.
- We teach in line with the Swim England Learn to Swim Programme. As a child attains each stage they will be rewarded with a certificate and badge. Please don't be concerned if they are not moving through a stage as quickly as you expected as all children progress at different rates. You can check their progress via the My Lessons portal – details of how to access this are on each invoice issued or on request to office@swimclinic.school
- At the end of the term your child will be offered another place for the following term unless we advise to the contrary, for example due to pool availability. If you want to remove your child from lessons at the end of the current course, please give us 14 days' notice, by email, otherwise lesson charges equal to the cost of 2 lessons will be incurred.
- Lessons that are cancelled at any time by the customer before payment has been made will incur a charge equivalent to the lesson costs for the following 14 days after notice has been given, as well as payment for any lessons not already paid for up to the date cancellation is received.
- Once paid for lessons are strictly non-refundable.
- We continually monitor swimming progress and may move pupils to a new class part way through the term. We cannot guarantee that we can offer the same time or the same teacher.
- We try to keep lesson times as offered, but it may occasionally be necessary to move pupils to a different class time or class level, either at the start of the term or part way through.
- We do our best to keep continuity of teaching staff but it may sometimes be necessary to substitute a teacher.
- We will make every endeavour not to cancel lessons, however occasionally this is outside of our control, for example due to pool malfunction, staff sickness etc. We will contact all parents affected using the contact information supplied to us. It is therefore vital to ensure that any changes to contact details are advised to us. Please also make sure that you check phone messages, emails and our Facebook page on lesson days.
- Payment for lessons is due on receipt of the invoice. If payment has not been received by 14 days before the course, we reserve the right to offer the place to another swimmer.

- Refund policy. In line with other swim schools we have a no refund policy, but we will offer a replacement lesson on production of a medical confirmation or certificate. In the rare occurrence when a pupil is unable to return due to long term or severe sickness we will consider a credit note taking each individual case into account. We regret that no refund/replacement lesson or credit note will be given for non-attendance such as, but not limited to minor illness, change of mind, child refusing to join the class, holiday or other commitment.
- If Swim Clinic has to cancel a lesson, we will offer a replacement lesson. Day, date and time subject to availability. We regret that we cannot offer a refund in lieu of the replacement lesson.
- Our communication with you is primarily electronic. Please advise us of any email or phone number changes. Please regularly check our website www.swimclinic.school and our Facebook page www.facebook.com/swimclinic . Please also check your spam folder regularly!
- We do sometimes have problems with emails going to spam folders. If you have an email address provided by Hotmail, gmail or btinternet (all of these are notorious for sending our emails to spam folders), please go to your provider's web page, log in to your account and add our email addresses admin@swimclinic.school and office@swimclinic.school to your provider's 'safe sender' list or alternatively provide us with another email address.
- If your child is a beginner, it is completely normal for to be him/her to be nervous – due to the new environment, unfamiliar faces or the echo sounds in the pool area. We are used to dealing with this and will do all we can to encourage your child to participate. Please talk to the teacher about any concerns, or call one of the admin team after the lesson. We will work with you to ensure your child settles.
- Lost property – items left behind are posted on our Facebook page. Items not claimed within 14 days will be disposed of. Please make sure all your belongings are named so that we can get them back to you asap if they are left behind.

Thank you for reading our terms and conditions. We know that terms and conditions are boring but unfortunately necessary to provide a good and efficient service to our clients.