



## **Monthly Terms and Conditions**

### **Definitions of words used in Terms and Conditions**

Swift Swimmers Ltd – We, US Swift Swimmers Ltd

You – The customer

Guardian – A person other than the parent who brings the child to the lesson.

Provisional Booking – A space which is held for the swimmer without payment.

### **Booking Conditions**

We can provisionally book you into a class and hold the space for a maximum of 7 days upon receipt of your booking confirmation. You must complete the subscription set up email sent to you at the time of booking within 7 days of the provisional booking. All subscriptions and initial fees must be settled and set up prior to the first lesson.

Upon request we can place you on a waiting list for another day and time. However, this does not guarantee you will be allocated this space.

Payment must be made on the 1<sup>st</sup> of each calendar month. Failure to do so will result in your space(s) being taken up by a swimmer on our waiting list.

### **Payment Conditions**

Your first initial payment will be the pro rata fee for the lessons in the current month. If your payment fails for any reason, this may result in you losing your space.

Further payments are accepted by monthly subscription (recurring card payments) only.

Monthly subscription payments pay for the lessons in the month ahead only and will be taken on the 1<sup>st</sup> of each calendar month.

Prices may change with a minimum of 4-week notice given and these changes will be communicated by email to all of our customers.

### **Monthly recurring card payments**

By signing up to our monthly subscription of swimming lessons, you are allowing Swift Swimmers Ltd to take automatic payments for your swimmer's lessons until such time you cancel this authorisation.

The amount taken will reflect the upcoming lessons of the calendar month.

After your initial payment all subscriptions will be taken on the 1<sup>st</sup> of each month.

Any discounts or credits agreed with Swift Swimmers Ltd will be applied to your subscription. These will have no cash value.

Any missed payments could result in your swimmer losing their space in our programme.

## **Lesson Conditions**

All classes are 30 minutes long.

We reserved the right to cancel classes due to unforeseen circumstances, if a lesson is cancelled, we will offer a refund or credit to your subscription.

Lessons will be taught by fully qualified staff. All teachers are DBS checked.

During the lessons the swimmer's parent/guardian must be within the vicinity for the duration of the lesson.

All customers must respect and follow the rules of the site you are swimming at. Failure to follow this may lead to your subscription and swimming lessons being terminated.

Whilst we always try to ensure you have the same teacher, Swift Swimmers Ltd reserve the right to change your swimmer's teacher at any time to suit operational needs. This includes reasons such as but not limited to illness, leave, personal reasons or swimmer pairings. This will not affect your lesson day or time without prior agreement with you.

## **Changing, Cancelling or Suspending Classes**

You can change your time and day of lesson. Subject to availabilities.

If a swimmer misses a lesson for any reasons, then payment for missed lessons will not be refunded and a replacement or alternative lesson will not be offered.

Refunds will not be permitted unless a doctor's note is provided.

To cancel your swimming lesson with Swift Swimmers, you must put your request in writing to [enquiries@swiftswimmers.co.uk](mailto:enquiries@swiftswimmers.co.uk) giving one month's notice before your next subscription payment date (1<sup>st</sup> of each month). For example, if you wanted to cancel your November lessons notice needs to be given no later than 1<sup>st</sup> October. Requests after this date may result in you being charged another monthly fee.

Once we have received your written request, we will confirm your final lesson date within 7 days.

Your final lesson date will be given to you in writing by our central team.

If Swift Swimmers must cancel lessons for any reason, we will notify you as soon as possible by as many means as possible in the circumstances. This may be via phone, text and/or email.

For any classes that are cancelled by Swift Swimmers, through no fault of their own, you will be offered a refund or credit.

## **Swimwear**

Swimmers must wear appropriate swimwear at all times. Swimmers 'potty training' must always wear a swim nappy.

No Jewellery, make up or hair products to be worn in the pool. Swimmers are encouraged to a swimming hat.

## **Behaviour**



We reserve the right to remove a swimmer from the lesson if their behaviour is affecting the smooth running of the class. Swimmers of all ages must be accompanied to lessons by their adult carers and handed over to their teacher. At no point should swimmers be left unsupervised.

All swimmers and parents must follow any site-specific rules at the venue that Swift Swimmers Ltd teaches at. This will be communicated to you upon signing up. We ask all parents to wait in the designated area on poolside to ensure the safety of our customers.

### **Photography**

Photography and filming of lessons is not permitted. If found to be taking pictures you will be asked to delete them by a member of the Swift Swimmers Team.

### **Health and Safety**

You must not bring your child swimming if they have any illness that could spread to other swimmers or teachers. Please do not bring your children to lessons for 48 hours if they have been suffering from sickness or diarrhoea.

It is the responsibility of the parent/guardian to disclose to Swift Swimmers any condition that could impact your child's capabilities in the pool.

### **Safeguarding**

Swift Swimmers wants to provide a fun, safe and happy environment for all their swimmers. A copy of our full safeguarding policy can be found on our website [www.swiftswimmers.co.uk](http://www.swiftswimmers.co.uk)

### **Lost Property**

All property left within any pool building or grounds including but not limited to: car park, entrance, spectators' area, changing rooms and poolside area, is left at your own risk. Please ensure that you have all your belongings with you before you leave.

Any lost property found will either be kept by Swift Swimmers Ltd for up to 3 weeks or given to the swimming venue. If not claimed, these items may be disposed of and Swift Swimmers cannot be held liable.

### **Swim Scheme and Progression**

We follow the Swim England Learn to Swim programme. We have a strict arm disc policy for our beginner levels to ensure the safety of our swimmers.

Swift Swimmers cannot predict the rate at which any child will progress or learn to swim. All children learn at different speeds.

### **Data Protection and Privacy**

In order to book lessons with Swift Swimmers, we will require you to register your details and your child(ren) with us.

This information is for sole use by Swift Swimmers and will not be shared with any third parties unless required to do so for the booking process or where we are legally required.

### **Data**



We currently hold the following data about you and the swimmer that attends our classes,

- Parent/Guardian – Name, Phone Number, email address, postal address, Gender
- Swimmer – Name, date of birth, medical conditions and photo permissions

All data above is stored on our secure system powered by Soakly. Only Swift Swimmers staff have access to this data.

We have always welcomed customers contacting us to check the information that we hold is up to date. This will continue and can be done by contacting our office or via our customer portal.

### **Complaints Procedure**

If, for any reason, you are not happy with any aspect of Swift Swimmers lessons or service, please email or phone our central team.

If the response from the central team is not satisfactory, please contact Luke (Director)

We reserve the right to change our terms and conditions at any time. It will be communicated to all of our swimmer where applicable.