

# Swimming Lessons



## Terms and Conditions

### Our Swimming Lessons Mission .....

'Building confidence, improving ability and enhancing technique in a safe and well maintained environment'

- a) To secure a place on Chesterton's swimming programme payment **must** be received at the time of booking. No spaces will be held or reserved without payment.
- b) Your place is guaranteed when your re-enrolment form and payment are received. Children wishing to re-enrol onto the same class will be given preference during the first week of the re-enrolment process. After the first week children wishing to change class, day or time can do so dependant on availability. After this time the scheme is opened up to new applicants. The enrolment process is on first come first served basis.
- c) If you cancel your place prior to the start of term you will receive a full refund. Cancellation within 7 days of the term starting will incur a cancellation fee of £10.00. If you cancel your place after the first 7 days no refund will be given unless in extreme circumstances, in which case the managements decision will be final.
- d) The sports centre reserves the right to cancel or change classes without prior notice. In this event we will add the missed lesson to the end of the term or offer a credit note to the value of any cancelled lessons.
- e) If your child is sick you do not need to telephone if they are going to miss one or two weeks, if it is likely to be longer then please let us know. Refunds and credits are not given for sickness unless a valid doctor or hospital letter is produced. Please do not let your child swim if they have suffered from a stomach bug less than 24 hours prior to their lesson.
- f) If you have any suggestions or complaints about our lessons or staff then please complete a customer comment or swim lesson enquiry form located at reception. Alternatively please feel free to speak to the Duty Manager.
- g) On rare occasions that lessons are cancelled due to the pool being closed or staff sickness, we will extend or re-arrange the lessons where possible. If this is not possible we will issue a credit note.
- h) Children with special needs and disabilities are welcome at Chesterton's School of Swimming, although we do not employ specially trained staff and do not offer specific disability lessons.
- i) Any child who causes persistent disruption or compromises class safety may be removed from the scheme. Refunds in this instance will be at the discretion of the Centre Manager.
- j) Children can only be booked onto one lesson. If a child is booked onto a lesson they cannot also be on the waiting list for other lessons.