



## **Terms and Conditions and Important Information** - Ladies lessons

Welcome to Brooks Swim School! Please ensure you read this document so that you have a safe and enjoyable swimming experience with us.

### **Our promise to you:**

- Once you have completed a booking form and paid your money, your place is guaranteed. If we can't provide a place a full refund will be provided.
- We will provide you with a weekly 60 minute swimming lesson on the dates stated when booking. If we fail to run a lesson due to circumstances out of our control in the first instance we will offer a replacement lesson. If that can't be arranged we should be able to refund the cost of the missed lesson.
- We ensure that everyone we employ will be DBS checked, and as a Swim School we are fully insured.

### **Important Information**

- Arrive with enough time to get changed and on poolside for the start of the lesson.
- We advise not eating in the hour preceding your lesson.
- If you have had sickness or diarrhoea in the last 48 hours you should not swim.
- If you have a cut or verruca, please ensure it is covered before you swim.
- Long hair needs to be tied back or a swim hat used. Swim wear should be correctly fitted and not loose, otherwise swimming becomes difficult. Jewellery shouldn't be worn in the pool.
- This is no food or chewing gum to be consumed on poolside or in the pool.

## Terms and Conditions

**By booking with us, you agree to adhere to the points below. Failure to comply could mean your place at Brooks Swim School is at risk.**

- Payment must be made up front to secure a place. A charge will be incurred if a cheque fails; this is to cover administrative costs.
- Money will not be refunded and a replacement or alternative lesson will not be offered if you miss a lesson for any reason e.g. illness or holiday. (Please speak to us for advice on monthly issues!)
- If the pool has to close for unforeseen circumstances in the first instance a replacement lesson will be offered. If a replacement lesson cannot be arranged then a refund may be given.
- You must disclose any medical conditions on your booking form and provide an alternative contact who we can contact in the case of an emergency. **If you are using any medication, including inhalers**, this should be brought with you to the pool and be easy to access.
- Refunds for the term will only be given in exceptional circumstances and are given at the discretion of the Swim School manager. An admin fee may be subtracted when providing a refund.
- If paying in 2 instalments, you are required to pay the 2<sup>nd</sup> instalment by the deadline given. Failure to pay the instalment will mean you lose your place(s) for the remainder of the term and the right to a place in any future blocks of lessons. In addition, failure to pay the instalment on time may mean you lose the right to pay in instalments for future terms.

Signed: *D.Brooks*.

Thank you for taking the time to read this document. The points raised are for your safety and enjoyment, as well as ensuring customers are treated equally and fairly; therefore they need to be adhered to. We look forward to working with you and hope you enjoy swimming with us. 😊

*Updated: June 2017*

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