



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 we will arrange an alternative.
- Brooks Swim School is fully insured and we ensure that everyone we employ will be fully qualified for the role they are given and DBS checked.

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.

- You must disclose any medical conditions on your booking form and provide an alternative person who we can contact in the case of an emergency. **If you are using any medication, including inhalers**, this must be brought with you to the pool and be easy to access.
- 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.
- Refunds for the block 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 2nd instalment by the deadline given. Failure to pay the instalment on time may mean you lose the right to pay in instalments for future terms. 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.

Other Important / Useful 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.

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. ☺

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