



## **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.

By signing the booking or rebooking form you agree to our Terms and Conditions (below). Please note the information you provide on the form is stored according to Data Protection Act guidelines (see our Privacy Policy on our website).

We have updated our Terms and Conditions to include COVID-19 protocols to ensure we run safely; it is a term of booking that you agree to adhere to these protocols also.

***If you test positive for COVID-19 we request you do not attend the lesson.***

### **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 on to poolside, be easy to access and a Brooks Swim School team member informed of its location.**
- 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.
- If you miss a lesson for any reason e.g. illness or holiday then payment for the missed lesson will not be refunded and a replacement or alternative lesson will not be offered. (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. We will always inform you of a cancelled lesson by text so please ensure the mobile number you give us is up to date.
- Refunds for the block will only be given in exceptional circumstances and are given at the discretion of the Brooks Swim School Manager. An admin fee may be subtracted when providing a refund.

- If paying in two instalments, you are required to pay the second instalment by the deadline given. Failure to pay the instalment will mean you lose your place for the remainder of the term and the right to a place in any future blocks of lessons, regardless of your initial payment. Failure to pay the instalment on time may mean you lose the right to pay in instalments for future blocks.

### **Other Important / Useful Information**

- We advise not eating a heavy meal 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 cover it before you swim.
- Long hair needs to be tied back or a swim hat used. Ideally swim wear should be correctly fitted and not loose.
- Jewellery shouldn't be worn in the pool.
- There is no food or chewing gum to be consumed in the facility.

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

- You will be allocated a place when you have completed a booking/rebooking form and made payment. If we can't do this a full refund will be provided.
- We will provide you with a weekly 45 minute swimming lesson on the dates stated when booking. If we fail to run a lesson due to unforeseen circumstances we will arrange an alternative (see below).
- Brooks Swim School is fully insured and ensures that everyone who works for us are qualified for the role they are in and are DBS checked.

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. We look forward to working with you and trust that you will enjoy swimming with us. ☺

*Updated: May 2022      Review Date: January 2023*