

BOOKING AND PAYMENT

Lessons are booked on a termly basis and until the last lesson of the term.

Where lessons are started once the term has began, fees will be charged on a 'pro rata' basis.

ILLNESS

A Doctors note must be provided for a serious illness or operation.

Only on submission of this note can allowances in the form of replacement lessons be considered.

INCREASE OF FEES

Swimming Rocks Ltd reserves the right to increase course fees. Fees will be advertised in advance of any new course.

CLUB POLICY

As we have contractual arrangements to use the swimming pools as a third party provider, you are required to adhere to the club rules and policies at all times.

For a copy of these please ask. General courtesy and awareness is required at all times.

Please refer to the location fact sheets available on the website for more specific information.

PARENTS / GUARDIAN RESPONSIBILITY

A parent or carer must remain on site for the duration of the lesson.

PUSH CHAIRS

Only strollers that can fold down are allowed into venues and must be stored in the relevant area subject to club rules.

A storage area will be provided. Please ensure your stroller is folded down before you change.

CHANGE OF DETAILS

You must inform us of any change in address, contact details, student health or condition and also if there is a change of Guardian / Carer.

These changes and any other relevant change should be made in writing to the Bookings Administrator.

DATA

All data is protected by the Data Protection Act of 1998

COMMUNICATIONS

We will only email you for reason of interest within Swimming Rocks and will never provide your emails or contact details to any third party.

We are unable to facilitate 'part term' bookings where your request is to end the term early.

Bookings are not confirmed until payment has been received. You will always be provided with a confirmation of your booking via email.

CANCELLATION

You have the right to cancel your swimming lessons within 14 days of your booking. Any refunds will be subject to lessons taken plus a 10% admin fee.

Lessons cannot be cancelled once the term has started unless for medical reasons provided in writing giving no less than 7 days notice. Any cancellation will be for the remainder of the term.

You are able to transfer your lessons to another student who can complete your booked course.

A minimum of 7 days notice is required to cancel any Crash Course booking.

MISSED CLASSES

We are unable to replace any classes missed within a term or crash course booking.

If you do not attend a lesson you will be fully charged. We do not accept cancellations or issue replacement lessons, refunds, credits or make-up classes for missed lessons

Where the pool or Instructor is unavailable for your lesson you will be notified as soon as possible before your lesson. A replacement lesson will be provided in this instance. Such replacement lessons must be taken within the booked term and on the advertised dates

If Swimming Rocks has to cancel a lesson or series of lessons due to but not limited to acts of God, pandemics/epidemics or actions of government, credit for any cancellations that occur will be applied to your family account. These credits will be available for use for any term-time or holiday courses for up to 12 months after the cancellation occurs.

CHANGES ONCE THE COURSE HAS STARTED

Changes are always possible where there is availability.

ANNUAL BOOKINGS

Annual bookings are subject to the advertised discount and offer for that given year.

To qualify for the discount, payment must be made in full at the time of booking.

Bookings must be confirmed in advance of the autumn term of each academic year.

If an annual booking is cancelled before the end of the summer term, all previous terms will be charged at full price.

DIRECT DEBITS

Direct debit payments are taken 3 times and year in November, March and June.

Payment details will be advertised prior to the payment date. All direct debits are covered by the direct debit guarantee.

REFUNDS

Any authorised refunds are subject to a 10% admin fee.

PRIVACY, DATA AND CHANGES TO OUR TERMS AND CONDITIONS

Swimming Rocks will not use, or make available any personal information that we hold to any third party not directly responsible for, or connected with the servicing of your booking and will not use your personal information except to send you related service and marketing communications. You may request to remove your data from our systems at any time by writing to use via email and to info@swimmingrocks.co.uk

Swimming Rocks has the right to change these Terms and Conditions without giving you notice, but we will use our reasonable endeavours to inform you as soon as is reasonably possible of any such change

Your payment indicates that you have read and agree to these terms and conditions, which includes how your data will be processed.

Should you pay for a booking over the phone or online, it is your responsibility to have fully read and understood these terms and conditions and you have 14 days to cancel this agreement. All bookings past this date are fully subject to the terms outlined in this document.