



## **Private Swimming Lessons Terms and Conditions**

The following terms and conditions apply to all adult and junior customers who attend private swimming lessons at Abingdon School Sports Centre. Please ensure that you have read and understood the following and ensure that you keep a copy for your records.

### **1. Acceptance of terms and conditions**

- 1.1 By booking, or attending a swimming lesson with us, you accept these terms and conditions and they will form a binding contract between you and us.
- 1.2 You will ensure that you follow the general swimming pool rules.
- 1.3 We reserve the right to vary these terms and condition at any time upon reasonable notice to you.

### **2. Lessons**

- 2.1 Private swimming lessons are lessons where one teacher teaches one pupil or one teacher teaches two pupils.
- 2.2 Bookings may be made by email or by telephone and shall be on a first-come, first-serve basis and may be made either for just one lesson or for a series of lessons. We shall not be obliged to accept your booking and shall not be obliged to provide any reason for not accepting your booking.
- 2.3 All lessons will start promptly at the agreed time. If you arrive late to the pool, the lesson will not be extended and will end at the agreed time.
- 2.4 We shall try to accommodate any request to change the date and start time, but this shall be at our discretion and we shall not be obliged to provide any credit or refund where we are not able to accommodate such requests.

### **3. Registration and Contacting Us**

- 3.1 Before booking any lesson with us, you must register with us. You must provide us with your email address and telephone number, which will be held securely and used in accordance with our privacy policy.
- 3.2 Where these terms and conditions require you to telephone us, please do so on 01235 849062. Where these terms and conditions require you to email us, please email us at: [swimschool@abingdon.org.uk](mailto:swimschool@abingdon.org.uk).

### **4. Personal Information**

- 4.1 You must keep your contact details with us up to date because we use this information for our re-booking, if applicable, and to contact you if lessons are cancelled. Please note that if we are unable to contact you because you have not

updated our records for you, our credit system set out in these terms and conditions will not apply to you.

4.2 You agree that all your information stored on our database can be accessed by our employees for administration purposes.

## **5. Payment**

5.1 The fee for lessons will be confirmed to you at the time of booking. Full payment must be made to confirm the booking. Please note that refunds will not be given.

5.2 Payment may be made by cash or credit card.

5.3 If you are booking a series of lessons, we ask that payment is made one week in advance of the lesson taking place.

## **6. Illness, Medical Conditions and Acceptance of Risk**

6.1 If you cancel within 24 hours, we regret that we are unable to provide a refund unless the swimming teacher is able to reschedule your lesson, which is at their discretion.

6.2 If you cancel between 24 - 48 hours you will be entitled to a 50% credit note towards a re-scheduled lesson. If you cancel with more than 48 hours you will be entitled to a full refund or credit note.

6.3 If there are any signs of a stomach upset and sickness in your family on the day of the arranged lesson, or in the seven days before the lesson, you must inform us and we reserve the right to cancel our lesson for your safety and that of others.

6.4 You must declare to us in writing by emailing us, all medical conditions affecting you, regardless of the severity. We will in our absolute discretion decide whether such medical conditions will restrict your engagement in lessons and we will notify you of our decision within two working days of receiving your notice.

6.5 It is your responsibility to ensure that you and/or your child are medically safe to swim. We will not be liable for any accidents or injuries arising from swimming with us that relate to your individual medical conditions.

## **7. Cancellation by You**

7.1 If you cancel a lesson after you have paid for them, we shall not be obliged to provide you with any credit or refund subject to paragraphs 5 and 6 of these terms and conditions.

7.2 To cancel a lesson you must contact the sports centre directly. If you provide more than 24 hours notice please email on [sportscentre@abingdon.org.uk](mailto:sportscentre@abingdon.org.uk). If you provide less than 24 hours notice please call on 01235 849062.

## **8. Cancellation by Us**

8.1 We reserve the right to cancel or postpone the lesson before its start date. We shall give you as much notice as possible and we will provide you with a credit or full refund of the lesson(s) you have not had.

8.2 We will make every effort not to cancel lessons, but on rare occasions pool closure and other unforeseen circumstances may force us to do so.

## **9. Photography and Video Footage**

9.1 You may not take or reproduce photographs or videos of our lessons or pupils.

## **10. Safety and General Rules**

10.1 You are responsible for your own safety, actions and behaviour on any part of the swimming pool property, including the changing area.

10.2 Children under the age of 8 must have a parent or guardian in the building for the duration of the lesson.

Last Review: November 2018

Next Review: November 2019