

**Simply Swimming Ltd** (formerly Heather Bradbury Swimming)

**General Terms and Conditions of Business**

1. Lessons are taught by qualified teaching staff, all staff are subject to regular Criminal Records Bureau (CRB) checks
2. Lessons are provided in termly blocks, these are normally aligned to school term dates but may be varied according to the availability of facilities. Where independent school facilities are used, term dates may vary from local authority dates
3. Facilities are provided by schools and other providers subject to availability. If facilities become unavailable due to equipment faults, lack of support resource, safety concerns or general closure, or if we are unable to provide the necessary teaching resource or equipment to operate safely then we will make our best endeavours to:
  - a. Notify all adult swimmers or a parent/ guardian of younger swimmer by text message to mobile telephone, for this purpose you are requested to supply the office with a valid mobile telephone number
  - b. Update our website to provide notice of closure or cancellation
  - c. Give reasonable notice of cancellation
  - d. Offer alternative, replacement lesson(s)
4. In the event that we are unable to offer an alternative lesson then we reserve the right to offer a refund or credit for any cancelled lessons
5. WE reserve the right to change lesson dates as necessary. Every attempt will be made to give adequate notice. Refunds or credits will only be given where the change results in the total number of lessons in the term being reduced
6. Re-registration takes place before the end of each term, for all continuing swimmers fees for the next term become due at re-registration and must be paid promptly. Failure to make payments when due will mean that the place will not be reserved and may be offered to a swimmer on the waiting list. New swimmers offered places as a result of vacancies must make payment before the start of the new term or, in the event of swimmers joining part way through a term, before the start of their first lesson
7. Payment may be made by cheque or cash during re-registration, payment by credit/debit card is subject to availability at the time. Cheques may be posted to the office, or payment may be made by telephone to the office during normal office hours. Cheques should be made payable to 'Simply Swimming Ltd'
8. Once payment has been accepted for a course of lessons a place is allocated to the swimmer for that specific term and will not be made available to any other swimmer. No refunds or credits will be made for missed lessons in any circumstances, and the paid fee cannot roll over to any subsequent term
9. All children under the age of 16 must be accompanied by a responsible adult
10. All parents/guardians and swimmers will be expected to display good and responsible behaviour in and around the pool, in changing rooms and elsewhere in the grounds

and building where we operate, and to respect the school and other premises we use. Failure to comply may result in exclusion from attending lessons

- 11.** Maximum numbers for each session are set according to the type of lesson, the amount of available space and the number of teaching staff and assistants in attendance. Where classes are fully subscribed a waiting list will be used to allocate places as they become available
- 12.** We will not accept responsibility for any damage or loss of property or articles left unattended in or around the swimming pool, in changing rooms or elsewhere on the premises
- 13.** These terms and conditions may be amended without notice

Amended 12/09/16

**SIMPLY SWMMING LTD REGISTERED OFFICE:**

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