



## **TERMS AND CONDITIONS (UPDATED NOVEMBER 2015)**

### **Bookings**

#### **New Bookings**

To make an initial booking please contact us in the office on 01273 388247 or email us at [info@wetwetwetswimschool.co.uk](mailto:info@wetwetwetswimschool.co.uk)

#### **Unless we hear from you to the contrary;**

We will book you in for the course requested. An email will be sent out to you confirming these details. You will then have **up until 2 weeks before the start of the course to confirm by payment** if you want to keep this place. If 2 weeks before the start of the course your confirmation has not been received your booking may be cancelled and places offered to others. If you no longer want this space then please let our office know so the space can be released for others.

**Refunds** A full refund is available if given 2 weeks before the start date of the course – if 13 to 7 days before the course start date then 50% refund available / 75% credit can be given towards future courses – if less than 7 days then **no refund** available but 75% credit will be given towards future courses. Refunds / Credits cannot be given once the course has started.

Credit for a long term medical issue and broken bones will require a prior written request for credit and in some situations a doctor's note.

#### **Cancellations**

WetWetWet Swim School / Swim-Teach-Train reserves the right to cancel courses in which the number of attendees falls below a viable level. In such cases every effort would be made to find a suitable alternative. If a suitable alternative is not found and the course has already been paid for a credit note for the full course will be issued and can be used for any future course booking. If there are any changes to the existing charge then the difference must be paid.

Please read and check you're booking details carefully. If you are unsure or want to query any details then please phone the office as soon as possible on **01273 388247**.

**WetWetWet Swim School / Swim-Teach-Train reserves the right to amend dates, times, location, classes or fees at any time.**

### **Tutors**

WetWetWet Swim School reserves the right to change tutors at any point during the course. However we do try and keep the same teacher throughout the course; however this cannot always be guaranteed due to unforeseen circumstances that might occur.

### **Fees and payments**

Payment for WetWetWet Swim School / Swim-Teach-Train courses can be made in the following ways:

By card: Please call us in the office in order to make your payment by card over the phone.

**Your credit card payment will be subject to a 2% surcharge, debit cards are subject to a 20p admin fee - which will be added at the payment stage.**

By BACCS: Please send your course fees to The Co-Operative Bank.

Sort Code 08-92-50 Account Number 68518233 and then send us an E-mail or call us to let us know.

By cheque: Fill in the form below and send it with your cheque (with your name and course details on the reverse), payable to WetWetWet Swim School, to the address below, or take it to the pool by the pay by date.

PLEASE NOTE: Any unpaid cheque returned to us will incur a £6 administration fee payable to WetWetWet Swim School in addition to the normal charge for our swimming lessons. This fee is to cover the charge that we incur from the bank in this circumstance and for the necessary additional administration.

### **Medical Information**

Please advise us at the time of booking of any medical conditions we should be aware of. These can include: asthma, epilepsy, allergies etc

If at any time your medical condition changes, that we as a company should be aware of, you must inform us as soon as possible. This can either be done by calling the office on 01273 388247, emailing the office [info@wetwetwetswimschool.co.uk](mailto:info@wetwetwetswimschool.co.uk) or informing the tutor of your course. All medical information will be treated with the strictest confidence.

Learners who need access to inhalers should take them onto poolside and give them to their tutor or have them readily available for the duration of their pool side session.

If you suffer from any gastric illnesses please be aware that it is recommended you do not enter the water for at least 5 days following. This will help provide a safe and hygienic environment for our swimmers / learners to be in!

### **At the Swimming Pools / teaching venues**

Please stay in the vicinity of the swimming pool during your course.

Please only park in the designated areas on the venue grounds. WetWetWet Swim School / Swim-Teach-Train cannot accept any responsibility for cars parked in the grounds of any of the swimming pools/schools that we use.

No outdoor shoes are allowed in the venue. They must be taken off before entering the changing area.

Food and drink is not permitted on any poolside.

Please note that all articles left on the premises at any of the pools we use are left entirely at the owner's risk. We cannot be held responsible for any lost or damaged items.

In case of emergency, and if an evacuation is necessary, please stay calm and follow the guidance of our staff.

## **Lost Property**

All premises are checked by WetWetWet Swim School staff at the end of every swimming / training session and any items found are kept in lost property at the same premises (see below for exceptions) Exception 1: Any items found deemed to be unsanitary to keep are thrown away instantly. Exception 2: Any items found deemed to be of large monetary value are returned to WetWetWet Swim School office. All items are kept for the duration of the term they are found in. At the end of that term, if they have not been claimed, items will either be donated to local charity shops or thrown away. To enquire if something you have lost has been found by us please either email the office [info@wetwetwetswimschool.co.uk](mailto:info@wetwetwetswimschool.co.uk) or ask at the following day / weeks tutoring session.

## **Our Services**

All of our staff are obliged to attend regular first aid courses and our teachers are all lifesavers. All staff are CRB checked and we are fully insured.

## **WetWetWet Swim School / Swim-Teach-Train**

WetWetWet Swim School reserves the right to change its terms and conditions at any time.

***Briony Jacobs***

**Director**

**WetWetWet SWIM SCHOOL**

**Swim-Teach-Train**

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BJDMS Ltd trading as WetWetWet Swim School - company registration number 8535328 Cardiff - VAT registration number 168 2249 90 - we subscribe to the Data Protection Act 1998