WetWetWet Swim School – TERMS AND CONDITIONS

Updated June 2026

Bookings and Renewals

- To make an initial booking, please contact our office on 01273 388247 or email info@wetwetwetswimschool.co.uk.

- Existing pupils benefit from a re-booking loyalty system.

- We use a system called Soakly; if you pay by continuous payment on Stripe, this means you don't need to do anything to secure your place ongoing. If you pay by Child-care vouchers, government tax free payments or direct debit, you will be sent your termly amount by email; once your payment is received, we will allocate your fees onto our system.

- Unless you notify us otherwise, we will automatically reserve your current class, day, and time for the following term.

- If you are making monthly payments via CCV/TFC/DD - You must confirm your place by making payment no later than two weeks before the new term begins.

- If you wish to change class time or day, please inform us promptly.

- Important updates regarding lessons will be sent via email, Soakly or text message. You are responsible for keeping your contact details up to date.

Tutors

Our tutors are all qualified to the appropriate level. They are lifesavers, DBS enhanced checked, and all staff have

We aim to provide consistency of tutors, but we reserve the right to change instructors.

Progression

Progression is based on ability, confidence and safety, not attendance or age. Instructors' decisions regarding class suitability are final

Cancellations and Refunds

- We reserve the right to cancel classes where numbers fall below a viable level.

- You may cancel your classes at any time; If you pay by continuous monthly payment, a minimum of two weeks' written notice (by email) is required to cancel your membership.

  - Lessons will continue during the notice period and fees remain payable. Refunds will not be issued for unused lessons during this period.
  - If you do not wish to continue into the next term, please notify us in writing (email) before the start of the new term. No further fees will be charged provided your notice is received before the new term begins.

- Refunds/credits will not be issued for absence due to illness, holidays, weather conditions, or other circumstances beyond our control.

- Occasionally lessons may be cancelled due to pool maintenance, equipment failure or circumstances outside our control. We will Endeavor to offer an alternative lesson where reasonably possible but this cannot be guaranteed.

Fees and Payments

- Payment methods: Stripe via your Soakly portal (monthly once you have signed up for continuous payment), childcare vouchers, government tax free, direct debit.

- Fee due date: 2 weeks before the start of term; there will be a late payment fee of £10 if your payment per swimmer is over 2 weeks following your start date. This includes payment methods; Childcare vouchers, government tax free, direct debit fees must be paid in full by the due date.

- Prices are subject to change.

Discounts

- Sibling Discount: When 3 siblings attend, the lowest-priced class is half-price. If you have 4 swimmers in your direct family, your lowest priced class is free!

Catch-Up Classes

- Catch-up lessons may be offered but are not guaranteed.

- Must be taken within the same term and are subject to availability. We are not obligated to provide catch up lessons, but we will always try and do our best for you.

Medical Information

- Inform us of any medical conditions at booking and update your Soakly portal.

- Children requiring inhalers should bring them poolside.

- Swimmers should not attend lessons if suffering from vomiting, diarrhea, a contagious illness or any condition that could put others at risk.

Medical Emergencies

In the event of an emergency, WetWetWet Swim School staff may administer first aid and contact emergency services where necessary

Health, Safety and Pool Rules

- Parents/guardians must remain on site during lessons. You the parent / guardian remain responsible for your child until handed over to the instructor and immediately after the lesson has finished

- Outdoor shoes are not permitted in changing/pool areas.

- Please check your child has been to the toilet before attending a swim lesson. And that he / she has the confidence to ask their teacher if they can be excused from lesson if they need the toilet.

    - **SWIM NAPPIES** children who are not fully toilet trained must wear an approved nappy in accordance with pool regulations

- Swimmers should not attend lessons if suffering from vomiting, diarrhea, a contagious illness or any condition that could put others at risk.

- All swimmers must wear a swimming hat.

- Jewelry should be removed before lessons where possible. Goggles should fit correctly and remain the responsibility of the swimmer

Photography and Social Media

We don't allow any photographs / videos to be taken at our pools. WetWetWet Swim School may occasionally take photographs or videos for promotional purposes. Images will only be used where parental consent has been provided (see Soakly your booking portal). Parents may withdraw consent at any time.

Lost Property

- Items are kept at your pool until the end of each half term, then disposed of or donated.

Behaviour Policy

We reserve the right to remove any swimmer or parent whose behavior is abusive, threatening or disruptive. No refund will be provided where membership is terminated due to unacceptable behavior

Complaints Procedure

Any concerns should be raised with our office in writing. We aim to acknowledge complaints within 5 working days and resolve them promptly

Changes to Terms & Conditions

WetWetWet Swim School reserves the right to amend these Terms & Conditions at any time. The latest version will always be available on our website

Our Services

- Class sizes: max 8 swimmers (with some exceptions).

- All staff are DBS enhanced-checked and qualified to their appropriate level.

Data Protection and Privacy

- Data is processed in line with UK GDPR and Data Protection laws.

- You have rights to access, correct, or delete your data.

Force Majeure

We are not liable for failure to deliver services due to events beyond our control.

Liability

- Liability is limited to the amount paid for that term.

Governing Law

These terms are governed by the laws of England and Wales.

WetWetWet Swim School

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