

First Strokes Swim Schools Limited

Terms and Conditions

General rules:

Children must shower and go to the toilet before they enter the water as this helps to keep the pool clean and maximises their learning time.

Shoes must be removed, or overshoes worn before entering the changing room/poolside. No push chairs are allowed in changing rooms or on poolside. This keeps the poolside clean and safe.

Long hair should be tied back and a swimming hat must be worn by all children (excluding babies)

Safety is of paramount concern and we reserve the right to remove anyone in or around the pool that gives us any concern whatsoever with regards to safety.

Children must not run or act inappropriately once within the pool building. We will not be responsible for any injury/accident caused as a result of children and/or parents failing to abide by these rules.

Water temperature - the acceptable tolerance is 27 to 31 degrees and we aim to maintain an average of 29 degrees.

Parents must provide their own armbands, of the correct type and style (this can be advised by the teacher)

Re-enrolment - If we do not receive your completed re-enrolment form by the closing date then your child's place may be allocated to another child.

Our lessons are 30 minutes in duration and run for 10 weeks per term, 5 terms per year, including all bank/school holidays. Lessons start on the first Monday after the New Year and end on the last Sunday before Christmas.

Payment is due in full, before the start of any lessons, one-2-one or crash courses.

Payment can be made by cash, cheque, debit and credit cards only. Cheques should be made payable to "First Strokes Swim Schools Limited"

Holidays:

If you wish to take a holiday during the term, you will still be charged for the full term. You will of course then retain your place on the course for that term. This condition is inclusive of all bank holidays.

Refunds/Credits are not given if your child refuses to get into the water or you change your mind.

Cancellations:

If you cancel your place between 7 and 14 days before the start of the term for which you have enrolled and paid for, we will refund your payment minus an administration fee of £10.00

If you cancel your place within 7 days of the start of the term that you have enrolled and paid for, we will refund 50% of the fees paid.

If you cancel your place after the start of the term, then no refund will be given.

Any cancellations due to power cuts, adverse weather, disasters, terrorism, war and pandemics will not be refundable, as these are out of our control.

Sickness:

If your child is sick, has a heavy cold, sinusitis or an ear infection, they are requested not to swim. Refunds or credits are not given for sickness.

If there are any signs of stomach upset and sickness in the family on the day of the arranged lesson or in the 7 days leading up to such lesson, we reserve the right to cancel such lesson in consideration of the safety of you and others.

If a swimmer has broken a limb, requires an operation or has been given a medical reason why they cannot attend the remaining lessons, then we will consider transferring the lessons to the next term, or offering extra lessons that we can accommodate them in.

This is subject to the following - A Doctor's note will be required. The current space cannot be held open. Only the number of weeks remaining from the

term will be held and carried over and the weeks cannot be backdated for missed lessons.

Complaints:

The complaint should initially be dealt with at reception, but failing a satisfactory resolution, it should then be referred to a Manager to deal with.

If a Manager is not present, we will take your details and ask the Manager to contact you.

If the Manager is unable to resolve the complaint, please email headoffice@firststrokes.com or write to First Strokes Swim Schools Ltd, PO Box 853, Ipswich, IP1 9LB

Our Guarantee:

We guarantee to provide safe, quality swimming lessons that build confidence and ability, using qualified swimming teachers at all times.

A fully qualified teacher leads each small class of just 8 children, with assistants in the water when required. However, there will be times when the number of children exceed this number, but is always within the ability of the teacher. The teacher and assistant are also subject to change without notice.

Pool Closures:

Pool closures happen on rare occasions, making it necessary to cancel lessons. Any cancellations due to power failure, adverse weather, disasters, terrorism, war and pandemics will not be refundable, as these are out of our control.

If it is possible we will make up these lessons within 7 days of such cancellation, although this is not guaranteed and shall be dependent on teacher and pool availability.

If a pool is closed due to a fault on our part that is within our control or on the pools part, such as pool plant failure, water heating, chemical or quality problems, then a choice of one of the following options will be offered:-

1. A voucher entitling you to a deduction of 1 lesson from your next enrolment – the next enrolment will have to be paid for at the pool, as deductions cannot be made with online payments
2. A voucher entitling you to attend any other lesson free of charge (of the appropriate level) that we can accommodate your child in
3. A voucher entitling you to a free family just swim pass worth £12 (valid for 2 adults and 2 Children, during any family just swim session)

If this voucher is not given to you on the day of closure then this needs to be collected from the pool within 14 days. The voucher **must** be presented at time of redemption. We cannot accept any responsibility for lost or misplaced vouchers, and they cannot be re-issued. If you are not re-enrolling for the following term then we are unable to refund any lessons, offered above.

Parental Responsibilities:

Parents are responsible for their children in the changing area. Children are not First Strokes Swim School Limited's responsibility until the child steps onto the poolside. During lessons parents must not interrupt or communicate with the teacher, distract the pupils or approach the poolside, unless it is a matter of health and safety, as you may endanger the safety of the pupils and other pool users.

Liabilities:

First Strokes Swim Schools Limited are not liable for any damage or loss to property whilst in the premises (whether being worn or left in the pool/changing rooms) or within the grounds/car park of the premises.

First Strokes Swim Schools Limited will not accept any liability for any accident or injury (including any fatality) to any parent, child, guest or visitor that may occur on the premises or within the grounds/car park of the premises, other than liability which may arise from the negligence of First Strokes Swim Schools Limited, its staff or its agents.

Any such incidents must be reported to First Strokes Swim Schools Limited immediately.